

Stock Holding Corporation of India Limited
(StockHolding)



RFP Reference Number: CPCM-10/2025-26

Date: 04-Jul-2025

GEM Reference No. - GEM/2025/B/6415782

**Request for Proposal (RFP) for Catering Services of StockHolding offices at Parel,
Mahape and Fort**

DISCLAIMER

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

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. 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 RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	CPCM-10/2025-26
3	Requirement	RFP for Catering Services of StockHolding offices at Parel, Mahape and Fort
4	Interest free Earnest Money Deposit (EMD) [*]	<p>Rs.25,00,000/- (Indian Rupees Twenty Five Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.</p> <p>Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.</p>
5	Email Id for queries up to Pre-Bid Meet	CPCM@stockholding.com
6	Date of Issue of RFP Document	04-Jul-2025
7	Date, Time and place for online Pre-bid meeting	<p>11-Jul-2025 11:00 hrs.</p> <p>For participation in pre-bid meeting, please send mail for online meeting link to CPCM@stockholding.com on or before 10-Jul-2025 05:00 PM</p>
8	Last Date for Submission of Online Bid	28-Jul-2025 03:00 PM
9	Date of opening bid	28-Jul-2025 03:30 PM

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

Table of Contents

SUBMISSION OF PROPOSAL	5
ELIGIBILITY CRITERIA (Documents to be Submitted Online)	7
BIDS PREPARATION AND SUBMISSION DETAILS	10
Submission of Bids.....	10
Evaluation of Bids.....	10
REQUIREMENT.....	11
Scope of Work	11
Contract Duration.....	15
Terms and Conditions	15
Refund of Earnest Money Deposit (EMD).....	25
Performance Bank Guarantee (PBG)	25
Force Majeure.....	26
Dispute Resolution.....	26
Right to alter RFP.....	26
Integrity Pact	27
Sub-Contracting	27
Non-Disclosure Agreement (NDA)	27
Indemnify	27
Termination Clause	27
Exit Management	27
ANNEXURE - 1 - Details of Bidder's Profile	29
ANNEXURE - 2 – Eligibility Criteria	30
ANNEXURE - 3 - Commercial Price Bid Format	33
Rates for Category-B- Upgraded Menu full day	37
ANNEXURE - 4 – Integrity Pact.....	38
ANNEXURE - 5 - Covering Letter on bidder's Letterhead of Integrity Pact	45
ANNEXURE – 6 – Compliance Statement.....	46
ANNEXURE – 7 – Format of Bank Guarantee	49
ANNEXURE – 8 - Area wise Details with Addresses of Locations & Approximate Daily Count	51
ANNEXURE – 9 - Master Menu.....	53
ANNEXURE – 10 - Monthly Compliance Certificate.....	57
ANNEXURE – 11 – Format of Non-Disclosure Agreement.....	58

SUBMISSION OF PROPOSAL

StockHolding invites e-tender through GeM Portal, in two bid system (Eligibility and Commercial bid) from selection of vendor, based in Mumbai / Navi Mumbai / Thane for providing Catering Service to StockHolding offices located in Parel, Mahape and Fort for a period of 02 (two) years as per scope specified in this document.

Submission of Bids:

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/> the following manner:-

1. Eligibility/Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Invitation for bids:

This “Invitation for bid” is meant for the exclusive purpose of “Selection of Vendor for providing Catering Services to StockHolding for the period of 02 (two) years” as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

- a Bidder Details – Annexure 1
- b Format for Eligibility Criteria - Annexure 2
- c Format for Price Bid (Commercial) Bids - Annexure 3
- d Integrity Pact (Text) - Annexure 4
- e Covering Letter of Integrity Pact - Annexure 5
- f Compliance Statement – Annexure 6
- g Format of Bank Guarantee – Annexure 7

- h Area wise Details with Addresses of Locations & Approx. Daily Count – Annexure 8
- i Master Menu – Annexure 9
- j Monthly Compliance Report – Annexure 10
- k Format for Non-Disclosure Agreement – Annexure 11

Clarifications regarding RFP Document:

- a Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.
- b A bidder requiring any clarification for their queries on this RFP may be obtained via email to CPCM@stockholding.com.
- c StockHolding shall not be responsible for any external agency delays.
- d StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- e At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- f StockHolding reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.
- g StockHolding reserves the right to amend / cancel / postpone / pre-pone the RFP without assigning any reasons.
- h It may be noted that notice regarding corrigendum/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website/GeM portal only. Prospective bidders shall regularly visit StockHolding's same website/GeM portal for any changes/development in relation to this RFP.

Validity of offer:

The offer should remain valid for a period of at least **90 days** from the date of submission.

ELIGIBILITY CRITERIA (Documents to be Submitted Online)

Guidelines to be followed prior to submitting an application-

Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

SI. No	Criteria	Documents to be submitted by Bidder
1	Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should be in Catering service business for more than 10 years as on RFP date	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
2	Bidder should have an average annual turnover of at least Rs. 10 (Ten) Crores per annum for last three financial years (2021-22, 2022-23 and 2023-24). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder must have a minimum net worth of Rs. 1.25 crores for each of the last three audited financial years.	Certificate from CA mentioning networth for the past three financial years.
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
5	Bidder should have experience in similar nature of work of Catering Service in the last three years to any Central Govt. / State Govt./ Public Sector Undertaking (PSU)/ BFSI sector / reputed private firms in India as on date of submission of bid for atleast: 03 (Three) projects each costing not less than 1 Crore (annually) or 02 (Two) projects each costing not less than 1.25 Crores (annually) or 01 (One) project costing not less than 2 Crores	Purchase Order, Completion Certificate and Satisfactory Certificate from Customer/s to be shared for project/s undertaken
6	Bidder should have Support office at MMR (Mumbai Metropolitan Region) of Maharashtra.	Bidder to provide office address along with GST details.
7	Bidder should have valid registration with all statutory authorities such as Registrar of companies/Firms, Central/State Labour departments, ESI, EPF, GST, PAN Etc.	Relevant valid Certificates to be uploaded

8	Bidder should have required compliances such as PF, HRA, ESIC, Bonus, etc.	Relevant valid Certificates to be uploaded
9	<p>Bidder should have requisite license / permit / approval etc., from the concerned statutory authority or any other authority concerned for carrying out this type of work as given below –</p> <p>I. Regulatory requirements for the Bidder/kitchens:</p> <ol style="list-style-type: none"> FSSAI State License Health/ Trade License Fire and Safety License Shop and Establishment Act Compliant <p>II. Quality Check requirements for Bidder/kitchens:</p> <ol style="list-style-type: none"> ISO 22000:2018 - Food Safety Management Systems (FSMS) certified ISO 9001:2015 – Quality Management System (QMS) certified ISO 14001:2015 - Environment, Health and Safety Management System (EHSMS) certified <p>Further, the Bidder shall obtain all the requisite licenses including under Prevention of Food Adulteration Act, 1954/2006 and Contract Labour (Regulation & Abolition) Act, 1970 and rules frames hereunder and under other applicable laws as issued by the concerned Labour Department for running the establishment, Municipal organizations, etc. for the Kitchen is required to be furnished at the time of accepting the contract.</p>	Valid Certifications and licenses on date of application as well as for the entire contract period.
10	The bidder should have at least one client for whom services of a similar nature have been provided to over 600 individuals for a duration exceeding one year, preferably in MMRDA region	Purchase Order/Completion Certificate from Customer/s to be shared for project/s undertaken
11	During the past five years, the bidder must not have had any contract terminated on grounds of fraud or dishonesty, nor been involved in the premature termination of any catering services contract with any entity, despite clearly	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory

	stipulated conditions in the original tender or contract.	
--	---	--

BIDS PREPARATION AND SUBMISSION DETAILS

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/>. Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there.

Submission of Bids

- a The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document
- b The offer should be valid for a period of at least **90 days** from the date of submission of bid.
- c The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
- d The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.
- e Delayed and/or incomplete bid shall not be considered.
- f There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

Evaluation of Bids

StockHolding will evaluate the bid submitted by the bidders under this RFP. The Bidder needs to comply with all the Eligibility criteria as mentioned in the RFP to be evaluated against evaluation criteria. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of StockHolding would be final and binding on all the bidders to this document. Bidders who qualify in Eligibility evaluation will be eligible for Commercial bid evaluation.

The L-1 bidder will be determined on the basis of the lowest price quoted / offered in the Commercial bids.

StockHolding may accept or reject the offer without assigning any reason what so ever at any stage of bid evaluation.

The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of StockHolding.

REQUIREMENT

Scope of Work

The successful bidder shall be responsible for providing Catering Services to StockHolding Offices in Parel, Mahape and Fort as a Rate Contract including Transport / Loading / Unloading / disposal etc. for a period of 02 (two) years.

During the contract period, the bidder shall be responsible for the following:

- 1) Providing Catering Services - Supply and serve cooked food to the employees or guests, on all working days and StockHolding Holidays if required with separately pre-specified counts at each offices.
- 2) The bidder shall make adequate arrangement to keep the food hot so that warm food can be supplied during serving hours. StockHolding shall provide necessary equipment, water and electricity. All food is to be cooked in the on-boarded bidder's kitchens which have the necessary certifications as outlined under Certification requirements.
- 3) Providing services of snacks, fruits and tea / coffee / juice or any other item as desired to the employees, guests, during office hours at all times and outside office hours and on StockHolding holidays, if so required. StockHolding Holiday requirements counts will be significantly reduced counts will be specified by StockHolding in advance and the rates for the items will be the same as specified by the bidder in the bid documents. Payments will be as per actual consumptions. StockHolding Holiday requirements shall be rare in nature.
- 4) Providing Catering services at Senior Officer's Cabin which shall include providing separate personnel apart from the general pantry service staff. Additional food options like sprouts, fruits, yoghurt, and Curd Rice will have to be served in the executive pantry every day at Center Point and Mahape Offices. The counts for the same will not exceed 10-15 pax per day at Center Point and Mahape locations each and these items shall be separate billables. The bidder would be expected to track actual consumption trends and prepare quantities accordingly to minimise wastage or shortages.
- 5) Providing special catering services, on special occasions as per the rates quoted by the bidder or any rates agreed upon after mutual discussions.
- 6) The bidder shall be responsible for proper cleaning, upkeep and hygiene of the cafeteria and kitchen areas in the StockHolding pantry. It may however be noted that StockHolding kitchens are to be used for minor ad hoc preparations only (at Mahape).
- 7) The bidder should deploy sufficient number of its staff and supervisors having necessary experience and relevant knowledge for distribution of food, smooth running of the cafeterias and proper cleaning of the Cafeteria in Center Point (Parel), Mahape and Fort. The numbers of workers and supervisor deployed must be sufficient and commensurate with the quantum of work and the time within which the service has to be completed.
- 8) The bidder has to procure all the cleaning materials as per Annexure 6 with respect to cleaning of kitchens and cafeteria. StockHolding will not bear/ compensate for any charges for the same. The bidder should deploy manpower to keep the kitchen and cafeteria neat and tidy at all the time.

- 9) The successful bidder shall prepare and serve approx. Counts as per Annexure 8 on all working days. The numbers mentioned above are indicative and may increase or decrease depending upon the requirement and no claim of rate change will be entertained by StockHolding for any increase or decrease in number of lunch / tea / coffee. The bidder shall, if required, supply alternative menu / fruits of equivalent amount of normal food as mutually agreed upon from time to time. The requirement of alternative menu / fruits may vary during the Festivals or other special occasions.
- 10) In addition to lunch, tea/coffee, StockHolding may ask for event-based services (special lunch / dinner) (maximum 05 events in a year) from the bidder for meeting requirement of snacks / special lunch / tea/coffee etc., for various official meetings at our offices. The bidder is expected to equip themselves with resources and sufficient manpower to cater to such additional requirements. The events may be organized before/after office hours/non-working days. No additional cost on account of labour, etc. will be paid by StockHolding over & above the contracted rate.
- 11) Menu for the week will be fixed by StockHolding's Pantry Committee with the help of the caterer and will be changed every week. Master Menu (Annexure 9) is attached to this RFP for better understanding of what is expected of the bidder. StockHolding's Pantry Committee may advise the bidder from time to time to improve upon the catering services.
- 12) All the raw materials, packaged food items and ingredients used in preparation of food products shall be branded having FPO registration / FSSAI / AGMARK / ISI certification, wherever applicable, and / or as per the brand names / others specified by the StockHolding's Pantry Committee. StockHolding's authorized representatives will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on any grounds of hygiene.

Preparation of the Menu (Monday to Saturday):

Menu for each day's Breakfast, Lunch, Evening snacks and Dinner shall be communicated to the bidder every week in advance. This menu should be displayed outside cafeteria every week by the bidder.

The bidder will provide Food on all working days as per office locations as mentioned in Annexure-8. However, IF REQUIRED as per the StockHolding's requirement the bidder shall provide full catering services on Sundays and StockHolding Holidays. This however, shall be infrequent and an exception. However, rates for items made available on StockHolding Holidays etc shall continue to the same as that of regular days

CATEGORY A: Everyday Menu

Sr. No.	Description	Nos.
1	Tea / Coffee (Morning)	1
2	Breakfast	1
3	Lunch / Dinner (Unlimited Buffet)	
	Roti / Pav / Paratha / Puri etc.	1
	Rice / Pulav / Biryani / Noodles etc.	1
	Dal preparations/ Kadi etc.	1
	Side Vegetables / Dry Veg Dish	1

	Main Course - Vegetarian Gravy	1
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton) to be served twice in a week	1
	Accompaniments / Salad	1
	Curds / Buttermilk, etc.	1
	Papad, Pickle, Mouth Freshener, Salt and Pepper	1
	Deserts or Ice Cream/s	1
4	Tea / Coffee	1
5	Evening Snacks	1

Breakfast and Tea/Coffee:

1) Breakfast (Vegetarian)

Breakfast will have to be provided to on a daily basis at all locations. Menu Items will be of various cuisines i.e. Maharashtra, Punjabi, South Indian, etc.

2) Tea / Coffee/Green Tea/Black Tea

Tea / Coffee/ Green Tea/ Black Tea will have to be provided on daily basis to all Staff Members and Guests and Visitors.

Lunch and Dinner (Unlimited – Buffet various cuisines)

1) Roti / Pav / Paratha / Puri

An Indian bread item will have to be served on a daily basis. This would primarily be a Tawa Chapati or Phulka on daily basis and once a week theme options i.e. Paratha, Naan, Stuffed Paratha etc. and these would be unlimited (within reasonable limits) in numbers. (Local machine made/staple Chapati served by caterers in many cafeterias would not be acceptable)

2) Rice / Pulav / Biryani / Noodles etc.

A rice preparation will be served on all days Good Quality Rice (As per annexure 6) to be used. This would also be unlimited (within reasonable limits). Preferably Surti Kolam Rice and good quality Basmati Rice for Biryani/Pulao to be used.

If the menu includes items like Non-Vegetarian Biryani and Vegetarian Biryani, the Biryani should be a whole meal with its proper accompaniments etc. and the weight of the Biryani should not be less than 300 gm. per serving. In case of the Non-Vegetarian Biryani with minimum 100gm. of cooked meat.

3) Dal preparations/ Kadi etc.

A dal preparation will be served on a daily basis, there will be a variation in DAL as per menu. As per requirement / menu, the bidder shall provide Kadi etc.

4) Side Vegetables / Dry Veg Dish:

One side vegetable preparation will be served on a daily basis (ex. Paneer/ Mushroom/ Baby Corn/Cabbage / Aloo Jeera /Chinese Dry etc. or equivalent).

5) Main Course - Vegetarian Gravy:

This would be a dish/main course of the menu. The Special Vegetarian items of the day would be Paneer, Koftas, Babycorn, Mushrooms, Palak, Corn, and gravies should be options of Red/green/Brown and white sometimes for Koftas etc.

6) Main Course - Non-Veg:

The Non-Vegetarian item to be served as per Menu would be Chicken/Mutton /Seafood or Egg preparation only of fresh and Premium Quality. Non-Veg Category to be served twice a week preferably on Wednesday & Friday.

The meat served will be at least 100gm. of cooked weight. Sea Food Options can be served once in 15 days.

No Beef or Pork will be served.

7) Accompaniments / Salad

Various Accompaniments such as Papad, Pickle, and Salads will be served on a daily basis. This will be unlimited (within reasonable limits). Salads served may be different types of Salads e.g.: Green Salad / / Koshimbir/ Sprout salad / Pasta Salad etc.

8) Curds / Buttermilk, etc.

Curd or curd preparations such as raita/bhoondi raita etc. will be served on a daily basis.

9) Desserts

One sweet preparation will have to be served on a daily basis and could be: -

- Ice Cream (of reputed companies only - 100 ml per serving)
- Sweets/dessert , etc. or equivalent

Please Note:

Additional items foods / cut fruits (minimum 3 varieties) will have to be served in the Executive pantry every day at Center Point and Mahape locations (approx. count 10-15 Nos. for each location). Billing will be done separately for this requirement. Consolidated price for all add-ons in the Executive pantry. Fruit and curd must be available every day.

Evening Snacks

Evening Snacks will have to be provided to on a daily basis. Snacks will be of various cuisines i.e. Maharashtrian, Chinese, Punjabi, South Indian, E.g.: Samosa /Batata Vada should be a plate ideally of two pieces as served everywhere etc.

Category B: Upgraded Menu

Sr. No.	Description (Unlimited Buffet)	Nos.
1	Tea / Coffee (Morning)	1
2	Breakfast	3
3	Lunch	
	Soup – Veg	1
	Starter 1	1
	Starter 2	1
	Roti / Pav / Paratha / Puri etc.	1
	Rice / Pulav / Biryani / Noodles etc.	1
	Dal preparations / Kadi etc.	1
	Side Vegetables / Dry Veg Dish	1
	Main Course - Vegetarian Gravy	1
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton)	1
	Accompaniments / Salad	1
	Curds / Buttermilk, etc.	1
	Papad, Pickle, Mouth Freshener, Salt and Pepper	1
	Deserts/Ice cream	1

	Cut Fruits (Minimum 3 seasonal fruits)	1
4	Tea / Coffee (Evening) with Biscuits	1
5	Evening Snacks	1

Note: Requirements for Special events will be shared with successful bidder. This shall be billed at mutually agreed rates. If food is sourced from a bidder other than the successful bidder for special events, the bidder must serve the food using their own pantry staff. The billing rates for the Category-B menu shall be decided prior to issue of the Work Order.

Contract Duration

- 1) 02 (Two) years from the date of work order.
 - 1) StockHolding may choose to extend the contract period for another 1 year with the successful bidder. Rates for 2nd and 3rd year should be maximum escalation upto 5% of previous year Price.
- Either party may terminate the contract by serving a prior written notice of 90 (Ninety) days to the other Party, expressing its desire to terminate the Contract.

Terms and Conditions

A. Payment:

- a. Bidder is expected to alter breakfast, meal and snacks counts based on consumption. Monthly payment will be made upon raising the bill on completion of the service as per actual count of the servings. Counts of servings will be considered independently ie. Breakfast, lunch, snacks, dinner etc will be considered separately and at actuals.
- b. No advance will be made under any circumstances.
- c. The payment will be made only against invoices duly stamped and signed by the bidder's office and verified by StockHolding. Invoices shall be raised as per the following details:
 - Administration Department at Mahape Office: For bills related to Mahape Office.
 - Administration Department at Centre Point Office: For the bills related to Centre Point Office.
 - StockHolding Office at Fort: For the bills related to Fort office.

B. Taxes & levies:

- a. Applicable TDS will be deducted (recovered) from the payment(s).
- b. The Successful Bidder 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.
- c. Taxes will be paid by the StockHolding separately for all the Meals. Incase GST is not paid by the bidder, StockHolding will recover the same from the next bill or any other works carried out by the bidder.
- d. Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG is submitted.

C. EXECUTION OF DOCUMENTS

- a. After StockHolding notifies the Successful Bidder that its bid has been accepted; the Bidder should sign the Contract and complete the execution of all other documents within 15 business days of the acceptance of LOI / PO.
- b. The signing of Contract should be accompanied by the submission of Performance Bank Guarantee, or any other legal Document etc. 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.
- c. Payment of any Stamp duty would be as per laws applicable in the State of Maharashtra.
- d. 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.
- e. 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 RFP or Contract.

D. Minimum Wages

The employees of the bidder shall be paid minimum wages as per the Minimum Wages Act as may be revised from time to time. The bidder should also observe all related Acts & Rules framed there-under as prescribed by the Authority from time to time. Copy of the above payment details signed by the concerned employee/Agency, should be submitted along with the invoice on monthly basis. Proof of making payment to ESI / PF Authorities should also be submitted from time to time or as and when demanded by StockHolding for release of payment. Non adherence to mandatory government mandates will lead to termination of the contract by StockHolding.

E. Cooking Gas

StockHolding shall provide minimal cooking arrangements at our Mahape premises and the bidder shall arrange for regular supply of commercial LPG gas refills at his own cost and pay directly to the gas dealer. The bidder must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources if/when there is any short supply of gas. It may be noted that the cooking arrangements at the StockHolding pantry are only for the purpose of ad-hoc requirements and not for cooking of meals etc.

F. Electrical Fittings and Water

StockHolding shall provide the bidder with kitchen equipment, Chimney, fans, exhaust fans, refrigerator, deep freezer, water cooler, water & electricity. These electrical fittings and equipment shall be handled in a proper manner and shall be kept clean and hygienic at

all times by the bidder, at his own cost. The bidder shall keep the usage of water and electricity restricted to a reasonable level. Wastage of any resources provided by StockHolding is liable to be penalized by StockHolding.

G. Furniture and Fixtures

All the furniture, fixtures, equipment, and articles listed in the inventory prepared separately, as well as any other furniture, fixtures, equipment, and articles provided or made available by the StockHolding for the kitchen, dining rooms, and cafeteria, shall be the exclusive property of the StockHolding. Upon termination or expiration of this contract, the bidder shall hand over these items to the StockHolding in the same order and condition as they were at the beginning of the contract, except for expected reasonable wear and tear.

H. Damage to other articles in the premises

The bidder shall be responsible for any damage to the Cafeteria under the bidder's occupation and to the fittings, fixtures, furniture, equipment entrusted to the bidder, when such damage is, in the opinion of StockHolding caused due to negligence or carelessness or any fault on bidder's part or that of its Manager or Workmen or Agent and the bidder shall be liable to pay StockHolding such amount in respect of such damage as may be assessed by the officials of StockHolding.

I. Crockery, Cutlery, Cooking Utensils etc.

The bidder shall be provided with crockery, cutlery, table linen, cooking utensils and other articles that are necessary and required for providing catering services, as detailed in an inventory list, copy of which shall be provided to the bidder. The bidder shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order. Necessary guidelines issued by Government/statutory bodies with regards to use of any materials with regards to storage, etc. have to be adhered to by the successful bidder.

The bidder shall maintain inventory of the stock of items given to him / her. An inventory statement giving clearly the break-up of stock, including usable items, items rendered unusable due to normal wear and tear and breakage / missing, if any, shall be submitted to StockHolding by end of every month, which shall be checked by the authorized official of StockHolding in comparison with the original inventory list.

Breakage shall be kept to a reasonable level. Annual breakage to the tune of 10% is permissible in case of crockery supplied to the agency. The breakage over and above 10% should be made good by the agency. No breakage is allowed in cutlery. If breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery by the staff of the bidder, the bidder shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any item missing shall be recovered from the bidder in full. All the losses will be made good by the agency on quarterly basis.

The bidder shall be responsible for taking good care of all equipment, utensils, etc. He shall bring to the notice of the StockHolding, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items shall be repaired by the bidder at his cost. StockHolding's decision in this regard will be treated as final and binding.

J. Personal Supervision

It shall be the bidder's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed.

A competent and qualified person(s) with a graduation degree along with minimum of three years' experience in the field shall be appointed as Manager at all locations. The names and details of the person(s) should be informed to StockHolding. The Manager(s) should be conversant in Basic English, Hindi and Marathi.

K. Catering Standards

- a. Provisions, vegetables and other/any food items used should be of good quality and must be of well established brands as specified in Annexure - 6. Food items and provisions shall be kept stored in closed containers in a hygienic manner. StockHolding officials will have the authority to inspect such articles of food items and provisions at any time and will have full powers to order discontinuance of use of such articles of food and provisions which are found to be of unsatisfactory / doubtful standards and / or hygiene.
- b. High standards shall be maintained at all times with regard to quality, purity and quantity of food stuff. The catering staff shall maintain high standards of cleanliness in preparation and handling of food items (cooked food, cut fruit and salad servings etc.). Workmen handling cooking and cutting of food items shall maintain high level of personal hygiene and cleanliness and shall wear head cap, gloves and masks at all times.
- c. The Catering staff shall be courteous while serving the Employees and Guests at all times.
- d. The bidder shall ensure that the food items supplied are as per the standards prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities, the same shall be borne by the bidder. StockHolding will not pay any fine or penalty that may arise / or that may be imposed on account of the fault of the bidder. The bidder shall be personally and solely responsible for any consequences due to the quality of the food server, if any. Besides refusal of entire payment for the sessions during which any adverse incident has occurred, StockHolding may initiate further stringent action, as deemed fit.
- e. Utensils, cups, saucers, flasks, crockery, cutlery etc. shall be scrubbed and cleaned thoroughly with soap water and hot water after each use. Kitchen utensils, cutlery, crockery, glassware, linen etc. used in the Lounge and Cafeteria shall be very clean

and tidy. Any laxity in this regard will attract penalties of the amount that shall be determined by StockHolding which shall be binding on the bidder.

- f. The bidder shall ensure that the catering premises are kept neat and clean. A thorough deep cleaning of all equipment, fixtures, and utensils shall be carried out by the bidder every weekend.
- g. Customs, religions, cultural requirements / restrictions to be catered for – for example eating/food requirements as they apply to Hinduism, Buddhism, Judaism, Islam, Lifestyle diets viz., low-fat / low-salt / diabetic / gluten-free and also fasting food like fruits etc. are required to be provided on demand.
- h. The bidder shall ensure food safety, which may involve the application of Hazard Analysis Critical Control Points (HACCP) procedures and protocols to the entire food handling process, with the aim of identifying anything that could pose a threat to consumers.
- i. Vegetarian and non-vegetarian cooking should be done strictly done separately. The food service counters should be separate.
- j. The bidder has to review consumption patterns of all items and order accordingly.
- k. The bidder is expected to conduct a deep cleaning of the kitchen area, storage etc of the Stockholding pantry on a weekly basis.
- l. Pest control etc of the pantry shall be taken care of by StockHolding.

L. Provisions, Fruits, Vegetables etc.

- a. The bidder shall be solely and wholly responsible for the procurement of all food articles and provisions at his own cost. The bidder shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.
- b. It shall be the responsibility of the bidder to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by StockHolding. Security of such material shall be the sole responsibility of the bidder.
- c. Quality of food and provisions used shall be of good standard as specified in Annexure-6. StockHolding shall have the authority to inspect such articles of food and provisions and shall have full powers to order discontinuance of use of such articles of food and provisions which are found to be not meeting the standards set out in the contract and / or on grounds of hygiene. Suitable refrigerator shall be provided by StockHolding for storing perishables. It shall be the responsibility of the bidder to store the materials in an appropriate and hygienic manner and maintain the cleanliness and hygiene of the storage options provided.
- d. Raw / perishable / non-vegetarian food items such as vegetable, milk, fish, meat, eggs, etc. shall be procured fresh and of good quality at all times, failing which the items shall be rejected and the bidder shall replace the same with fresh products from the source approved by the Corporation.
- e. There shall be no rechauffed of food provided i.e. leftover food of one meal shall not be served at the next meal.

- f. The bidder shall arrange to get the leftover food and other garbage disposed every day at regular intervals, at his / her own cost, to the satisfaction of the StockHolding in a manner consistent with the Government garbage disposal guidelines.
- g. Reuse of used oil is strictly prohibited. Oil, once used shall not be used again.
- h. Special Ala carte items like noodles, continental dishes, boiled vegetables etc. have to be provided as and when advised by StockHolding at mutually agreed rates.
- i. The bidder shall have to supply meal/snack box as per the StockHolding's request on charges mutually agreed by both the parties.

M. Utensils for cooking Non-Vegetarian food

- a. The bidder shall ensure that the cooking/cutting areas and cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food.
- b. A separate cooking as well as serving arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non Vegetarian dishes.

N. Service Timings

The timings for serving the Employees or guests shall be as under as per location details as mentioned in Annexure-8:

- Tea Service and Breakfast Morning: 08.30 Hrs. onwards.
- Afternoon: 12:30 Hrs. onwards.
- Evening Tea: 16:00 Hrs. onwards.
- Evening Snacks: 17:30 onwards.
- Dinner: 20:00 Hrs. onwards.

StockHolding reserves the right to change the above timings as and when required.

Bidder will have to ensure that the timings changed by StockHolding are always maintained and adhered to.

O. Inspection visits

The StockHolding reserves the right to send its officials for surprise inspection of the Kitchen / place of food preparations location/s etc. The bidder shall provide their extended support to StockHolding's officials during the time of such visits.

The performance of the bidder shall be reviewed on monthly basis by Pantry Committee of StockHolding and in case the supply/ services are not found to be satisfactory, StockHolding reserves the right to terminate the contract even before the expiry of the contract period by giving 90 days' notice and without assigning any reason. However, the contract is liable for immediate termination on violation on any of the provision by the bidders. StockHolding reserves the right to terminate the contract in the instance of insolvency and bankruptcy of the bidders. The bidder shall not be entitled to any compensation for early termination.

The bidder shall obtain at his own cost any license or permission or any sort whatsoever (labor license, ESIC, PFs, Service Tax, and Income Tax etc.)

The bidder shall comply with the provision of all Labor Laws, which are applicable to the bidder or its employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The bidder 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. StockHolding reserves the right to ask for evidences for the same at any time during the period of the contract.

The bidder 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 bidder's employees against StockHolding.

The bidder shall be responsible for maintenance of proper records as required under the provision of various labor laws/Statutory Acts applicable to the bidder 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 StockHolding or any appropriate labor authorities.

The bidder should provide a declaration for accidental insurance coverage for their workers.

The bidder shall indemnify and keep indemnified, defend and hold StockHolding, its officers, directors, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the bidder or their services personnel on account of misconduct, omission and negligence by the bidder or his service personnel.

P. Personnel Deployed by the bidder

The bidder 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 employees/occupants/visitors/guests.

The bidder 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 bidder 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 bidder or even terminate the contract forthwith.

The contract is for supplying food and not for supply of contract labor. The workers employed by the bidder for providing the services shall be of his/their employees and not of Stockholding.

The personnel engaged by the bidder 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.

The bidder shall remove all his material and personnel peacefully on expiry of contract or on termination of the contract.

The bidder shall take all precautionary measures to ensure the safety of the workmen employed by it and StockHolding will not be responsible in case of any eventuality.

The bidder shall ensure that a Supervisors assigned at all locations of StockHolding 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 StockHolding. The Supervisor should be courteous to all the employees of StockHolding. The supervisor should be available on StockHolding holidays / Sundays also for satisfying StockHolding requirements.

It should be ensured by the bidder, to provide uninterrupted services on all working days during the period of contract.

The bidder will make payment to the workmen deployed by them in StockHolding premises against this contract as per the latest guidelines of the Labor Commissioner's Office. StockHolding will not be responsible for non-payment of their salaries or any compensation in this regard. As per the statutory requirement, the bidder will also make all the payments like the employer's contribution of E.S.I.C., P.F., Minimum payable Bonus, 21 days leave per annum, gratuity (if applicable), etc.

As and when the rate of Wages as applicable are revised, corresponding increase in the payment of Applicable Wages and other items will be made by the bidder to their workmen without any additional burden on StockHolding.

In the case of any labor problems related to the workmen staff of the bidder deployed in StockHolding, the same shall be settled at the bidder's end only. The bidder shall indemnify

StockHolding suitably. It shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against StockHolding and they shall not raise any industrial dispute, either directly and / or indirectly, with or against StockHolding, in respect of any of their service conditions or otherwise.

The bidder shall have to produce monthly compliance certificate in prescribed format (Annexure 10) provided by StockHolding.

Q. Uniform

The personnel deployed by the bidder shall always appear in uniform, neat and tidy, should wear hand gloves and caps covering hair from the day the contract commences. The uniform should have a logo of the bidder. All uniforms shall be provided by the bidder to the staff deployed in the pantry

The bidder shall ensure that the workmen staff in catering are suitably trained, well-mannered and wear appropriate uniforms while serving in the cafeteria.

The bidder shall provide New Uniform (with Company's name badge) including Uniform, Shoes, Seasonal Outfit, Apron, Hand gloves and periodical Training, etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to bidder on this account.

R. Liability

The bidder 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 liable to entertain any claim thereto.

S. Penalty:

a. Failure to provide services

Penalty for failure to provide food @ Rs.50,000/- per day can be imposed on the successful bidder for not carrying out the assigned services as per the contract. In addition on such days, StockHolding reserves the rights to avail these services by any other agency at a full cost to the on-boarded bidder. Penalty will be over and above this cost.

b. Non-adherence to the usage of brands/quality of materials as mentioned in Annexure-6 will attract penalty of Rs. 10,000/- per instance on the successful bidder as per the contract.

In the event of the penalty exceeding 10% of the estimated annual contract value, StockHolding reserves the right to cancel the contract. In such an event, no damages or compensation, whatsoever, will be payable to the Successful Bidder.

T. Adherence to Safety Procedures, Rules Regulations And Restriction

- a. 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 bidder 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.
- b. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.
- c. 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.
- d. Bidder shall also adhere to all requirement/regulations of the StockHolding during the execution of the work.
- e. 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 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 bidder 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.
- f. The bidder shall comply with the provision of all Labor Laws, which are applicable to the bidder or its employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The bidder 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.
- g. The bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. The bidder shall provide tool kit and safety kit to Electricians.
- h. The bidder shall obtain at his own cost any license or permission or any sort whatsoever (namely labor license, ESIC, PFs, Service Tax, and Income Tax etc.)
- i. 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.
- j. The bidder shall also adhere to all requirement/regulations of the StockHolding during the execution of the work.

- k. The bidder 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 bidder's employees against StockHolding.
- l. The bidder shall be responsible for maintenance of proper records as required under the provision of various labor laws/Statutory Acts applicable to the bidder 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 StockHolding or any appropriate labor authorities.
- m. The bidder should provide a declaration for accidental insurance coverage for their workers.
- n. 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.

Refund of Earnest Money Deposit (EMD)

- a. EMD will be refunded through NEFT to the successful bidder on providing (a) an acceptance confirmation against the PO issued by StockHolding and (b) submission of Performance Bank Guarantee wherever applicable and should be valid for 30 days beyond the contract period.
- b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days after selection of successful bidder subject to internal approval of StockHolding.

Performance Bank Guarantee (PBG)

Successful Bidder shall, at own expense, deposit with the StockHolding, within fifteen (15) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% of the Contract Value from scheduled commercial banks as per Annexure - 7. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder based on performance, until the BG is submitted. A penalty of Rs. 5,000 per day will be imposed on the successful bidder for any delay in issuing the PBG within the specified timeline.

Bank Guarantee may be discharged / returned by StockHolding upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

Force Majeure

Neither the StockHolding nor the Bidder shall be responsible for any failure to fulfil any term or condition of the CONTRACT if and to the extent that fulfilment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defence with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the duration of delay exceeds ninety (90) consecutive or one hundred eighty (180) cumulative days, StockHolding and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the StockHolding, shall be final and binding on the bidder.

Dispute Resolution

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the Bidder complies with above-mentioned clause

Right to alter RFP

- a. StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.

- b. StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

Integrity Pact

The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-4. The successful Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful Bidder.

Sub-Contracting

The selected service provider/ bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.

Non-Disclosure Agreement (NDA)

The successful bidder shall execute Non-Disclosure Agreement (NDA) (shall be provided to the winning bidder), which contains all the services and terms and conditions of the services to be extended as detailed herein.

The support obligations under the agreement will be of OEM. All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

Indemnify

The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

Termination Clause

- i. StockHolding reserves right to terminate the contract without assigning any reason whatsoever by giving 90 days prior written notice to successful bidder. During the Termination notice period successful bidder must adhere to all the conditions mentioned in the 'Exit Management' clause.
- ii. StockHolding reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

Exit Management

- a. Purpose: In the case of termination of the Contract, the Exit Management procedure should start 90 days before the expiry or termination of contract. Termination notices need to be formally issued.
- b. Bidder shall provide the routine services regardless of the reason for termination or expiration.
- c. Bidder shall fully and timely compliance with the Exit Plan.

- d. Service Continuity and Quality Assurance: Bidder shall continue providing high-quality services until the contract ends. Ensure there is no degradation in service levels during the exit period, especially in terms of food quality, safety, etc. Perform regular quality checks and compliance to ensure expectations are met throughout the notice period.
- e. Inventory Audit: Perform a detailed audit of all assets, food supplies, and equipment.
- f. Handover of Assets and Premises:
 - i. Return of StockHolding's Assets:
 - Inventory and return all assets belonging to the StockHolding, including kitchen equipment, utensils, furniture, and any other physical property in good condition.
 - Ensure the return of all StockHolding assets is completed before the final day of service. Document the handover with sign-off from both parties.
 - ii. Facility Handover:
 - Clean and prepare the cafeteria space for handover to the StockHolding or a new provider.
 - Ensure the kitchen and dining areas are returned to their original state, including deep cleaning of all appliances, surfaces, and food storage areas.
 - Resolve any outstanding maintenance issues related to the cafeteria's equipment, furniture, or other facilities.

ANNEXURE - 1 - Details of Bidder's Profile
(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No	Parameters	Response		
1	Name of the Firm/Company			
2	Year of Incorporation in India			
3	Names of the Partners/Directors			
4	Company PAN no			
5	Company GSTN no. (please attach annexures for all states)			
6	Addresses of Firm/Company			
	a) Head Office			
	b) Local Office in Mumbai			
7	Authorized Contact person			
	a) Name and Designation			
	b) Telephone number			
	c) E-mail ID			
8	Years of experience in providing Catering Services			
9	Financial parameters			
	Business Results (last three years)	Annual Turnover	Net Worth	
		(Rs. in Crores)	(Rs. in Crores)	
		2021-22		
		2022-23		
	2023-24			
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)		
10	Whether registered with FSSAI			

N.B. Enclose copies of Audited Balance Sheet/CA Certificate along with enclosures

Dated this..... Day of 2025

(Signature)

(In the capacity of)

ANNEXURE - 2 – Eligibility Criteria

Sl. No	Criteria	Documents to be submitted by Bidder
1	Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should be in Catering service business for more than 10 years as on RFP date	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
2	Bidder should have an average annual turnover of at least Rs. 10 (Ten) Crores per annum for last three financial years (2021-22, 2022-23 and 2023-24). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder must have a minimum net worth of Rs. 1.25 crores for each of the last three audited financial years.	Certificate from CA mentioning networth for the past three financial years.
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
5	Bidder should have experience in similar nature of work of Catering Service in the last three years to any Central Govt. / State Govt./ Public Sector Undertaking (PSU)/ BFSI sector / reputed private firms in India as on date of submission of bid for atleast: 03 (Three) projects each costing not less than 1 Crore (annually) or 02 (Two) projects each costing not less than 1.25 Crores (annually) or 01 (One) project costing not less than 2 Crores	Purchase Order, Completion Certificate and Satisfactory Certificate from Customer/s to be shared for project/s undertaken
6	Bidder should have Support office at MMR (Mumbai Metropolitan Region) of Maharashtra.	Bidder to provide office address along with GST details.
7	Bidder should have valid registration with all statutory authorities such as Registrar of companies/Firms, Central/State Labour departments, ESI, EPF, GST, PAN Etc.	Relevant valid Certificates to be uploaded
8	Bidder should have required compliances such as PF, HRA, ESIC, Bonus, etc.	Relevant valid Certificates to be uploaded

9	<p>Bidder should have requisite license / permit / approval etc., from the concerned statutory authority or any other authority concerned for carrying out this type of work as given below –</p> <p>III. Regulatory requirements for the Bidder/kitchens:</p> <ul style="list-style-type: none"> e. FSSAI State License f. Health/ Trade License g. Fire and Safety License h. Shop and Establishment Act Compliant <p>IV. Quality Check requirements for Bidder/kitchens:</p> <ul style="list-style-type: none"> d. ISO 22000:2018 - Food Safety Management Systems (FSMS) certified e. ISO 9001:2015 – Quality Management System (QMS) certified f. ISO 14001:2015 - Environment, Health and Safety Management System (EHSMS) certified <p>Further, the Bidder shall obtain all the requisite licenses including under Prevention of Food Adulteration Act, 1954/2006 and Contract Labour (Regulation & Abolition) Act, 1970 and rules frames hereunder and under other applicable laws as issued by the concerned Labour Department for running the establishment, Municipal organizations, etc. for the Kitchen is required to be furnished at the time of accepting the contract.</p>	Valid Certifications and licenses on date of application as well as for the entire contract period.
10	The bidder should have at least one client for whom services of a similar nature have been provided to over 600 individuals for a duration exceeding one year, preferably in MMRDA region	Purchase Order/Completion Certificate from Customer/s to be shared for project/s undertaken
11	During the past five years, the bidder must not have had any contract terminated on grounds of fraud or dishonesty, nor been involved in the premature termination of any catering services contract with any entity, despite clearly stipulated conditions in the original tender or contract.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory

Note:

- a. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- b. Bidder response should be complete, Yes/No answer is not acceptable.
- c. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE - 3 - Commercial Price Bid Format

Commercial Price Bid Format**Rates for Category – A: Everyday Menu**

I – Location: Mahape							
Sr. No.	Description	Count (x)	Approx. No. of working Days in a year (y)	1st year Rate in ₹ (a)	Total in ₹ L=(x*y*a)	2nd year Rate in ₹ (b)	Total in ₹ M=(x*y*b)
1	Tea / Coffee (Morning)	420	295				
2	Breakfast (Limited)	420	295				
3	Lunch (Unlimited Buffet)	590	295				
	Roti / Pav / Paratha / Puri etc.						
	Rice / Pulav / Biryani / Noodles etc.						
	Dal preparations/ Kadi etc.						
	Side Vegetables / Dry Veg Dish						
	Main Course - Vegetarian Gravy						
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton) to be served twice in a week						
	Accompaniments / Salad						
	Curds / Buttermilk, etc.						
	Papad, Pickle, Mouth Freshener, Salt and Pepper						
	Desserts or Ice Cream/s						
4	Tea / Coffee (Evening)	325	295				
5	Evening Snacks (Limited)	280	295				
6	Dinner	15	295				
					<<L>>		<<M>>
Total for I – Location: Mahape (₹) [L+M]							
GST (₹) [L+M]							

Total for I – Location: Mahape with GST(₹) [L+M]
II – Location: Center Point, Parel

Sr. No.	Description	Count (x)	Approx. No. of working Days in a year (y)	1 st year Rate in ₹ (a)	Total in ₹ L=(x*y*a)	2 nd year Rate in ₹ (b)	Total in ₹ M=(x*y*b)
1	Tea / Coffee (Morning)	60	243				
2	Breakfast (Limited)	55	243				
3	Lunch (Unlimited Buffet)	65	243				
	Roti / Pav / Paratha / Puri etc.						
	Rice / Pulav / Biryani / Noodles etc.						
	Dal preparations/ Kadi etc.						
	Side Vegetables / Dry Veg Dish						
	Main Course - Vegetarian Gravy						
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton) to be served twice in a week						
	Accompaniments / Salad						
	Curds / Buttermilk, etc.						
	Papad, Pickle, Mouth Freshener, Salt and Pepper						
	Desserts or Ice Cream/s						
4	Tea / Coffee (Evening)	60	243				
5	Evening Snacks (Limited)	45	243				
					<<L>>		<<M>>
Total for II – Location: Center Point, Parel (₹) [L+M]							
GST (₹) [L+M]							
Total for II – Location: Center Point, Parel with GST(₹) [L+M]							

III – Location: Fort							
Sr. No.	Description	Count (x)	Approx. No. of working Days in a year (y)	1 st year Rate in ₹ (a)	Total in ₹ L=(x*y*a)	2 nd year Rate in ₹ (b)	Total in ₹ M=(x*y*b)
1	Tea / Coffee (Morning)	30	295				
2	Breakfast (Limited)	25	295				
3	Lunch (Unlimited Buffet)	25	295				
	Roti / Pav / Paratha / Puri etc.						
	Rice / Pulav / Biryani / Noodles etc.						
	Dal preparations/ Kadi etc.						
	Side Vegetables / Dry Veg Dish						
	Main Course - Vegetarian Gravy						
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton) to be served twice in a week						
	Accompaniments / Salad						
	Curds / Buttermilk, etc.						
	Papad, Pickle, Mouth Freshener, Salt and Pepper						
	Desserts or Ice Cream/s						
4	Tea / Coffee (Evening)	20	295				
5	Evening Snacks (Limited)	25	295				
					<<L>>		<<M>>
Total for III – Location: Fort (₹) [L+M]							
GST (₹) [L+M]							
Total for III – Location: Fort with GST(₹) [L+M]							

Location Name	Total Price (₹) with GST
Location – Mahape (I)	

Location - Center Point, Parel (II)	
Location – Fort (III)	
Grand Total Price (including GST)	

Note:

- 2) The lowest bidder in Commercial bid will be based on the Grand Total Price (including GST). Price to be quoted is for contract period of 02 (two) years including GST while uploading financial bids on GeM portal.
- 3) StockHolding reserves the right to negotiate with L1 bidder.
- 4) StockHolding may choose to extend the contract period for another 1 year based on satisfactory performance from the successful bidder.
- 5) Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly. Please note that any Commercial Offer, which is conditional and / or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will also be summarily rejected.
- 6) All payments will be made in INR.
- 7) The rates should remain uniform across all locations for all menu items, including breakfast, lunch, tea/coffee, evening snacks, dinner, etc. regardless of working days, Sundays, or StockHolding holidays.
- 8) The bidder has to provide Dinner buffet on daily basis at Mahape at similar rate quoted for Lunch. The approx. quantity will be 15 Nos.
- 9) The said is a Rate Contract i.e. StockHolding does not guarantee minimum number of attendance.
- 10) The numbers mentioned in Annexure 8 are indicative and may increase or decrease depending upon the requirement and no claim of rate change will be entertained by the StockHolding for any increase or decrease in number of lunch. Bidders should account for a variance of $\pm 15\%$ in the count when submitting their quotes for the RFP.
- 11) Payment will be made as per the actual daily count of servings. Charges for providing catering services for employees / guests shall be paid on per head per meal basis.
- 12) The bidder's catering services should be available throughout the year without any break, for the employees and guests of StockHolding.
- 13) Bidder has to quote for all the above listed items, in case no rate is filled; StockHolding reserves the right to reject the Commercial Bid.
- 14) The bidder shall arrange for services of food on daily basis for any number of employees depending upon the attendance / occasion as decided by StockHolding from time to time.
- 15) The rates quoted shall be in alignment with the prevailing market rates with brand/quality of materials to be used as mentioned in Annexure – 6.
- 16) Rates for 2nd and 3rd year should be maximum escalation upto 5% of previous year Price.

Rates for Category-B- Upgraded Menu full day

Sr. No.	Description (Unlimited Buffet)	Nos.	Rate (₹)
1	Tea / Coffee (Morning)	1	
2	Breakfast	3	
3	Lunch	1	
	Soup – Veg	1	
	Starter 1	2	
	Starter 2	1	
	Roti / Pav / Paratha / Puri etc.	1	
	Rice / Pulav / Biryani / Noodles etc.	1	
	Dal preparations / Kadi etc.	1	
	Side Vegetables / Dry Veg Dish	1	
	Main Course - Vegetarian Gravy	1	
	Main Course - Non-Veg Gravy (Chicken/Egg/Seafood/Mutton)	1	
	Accompaniments / Salad	1	
	Curds / Buttermilk, etc.	1	
	Papad, Pickle, Mouth Freshener, Salt and Pepper	1	
	Deserts/Ice cream	1	
	Cut Fruits (Minimum 3 seasonal fruits)	1	
4	Tea / Coffee (Evening) with Biscuits	1	
5	Evening Snacks	1	
6	Dinner	1	

Note: Rates for Category-B- Upgraded Menu full day shall not be considered for evaluation purposes. Bidder shall share the prices excluding taxes.

ANNEXURE - 4 – Integrity Pact
(To be executed on plain paper and submitted only by the successful bidder)

(_____ Name of the Department / Office) RFP No. _____
for _____

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. 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 (RFP) 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 (RFP) 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 (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) 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 (RFP) Process or the Contract execution.
 - c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) 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 (RFP) 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 Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.
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, 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 (RFP).
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 (RFP) 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 (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) 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 (RFP) 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 (RFP) 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-bidders.
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 (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / StockHolding has appointed Shri Shekhar Prasad Singh, IAS (Retd.) and Smt. Niva Singh, IRAS (Retd.) as 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 (RFP) 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 (RFP) 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 tender (RFP)s having value of 25 lakhs or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) 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 nonbinding 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 (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) 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 (RFP) / 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 - 5 - Covering Letter on bidder's Letterhead of Integrity Pact

To,

Sub: RFP REF NO: CPCM-10/2025-26 dated 04-Jul-2025 for RFP of Catering Services of StockHolding offices at Parel, Mahape and Fort for 02 (two) years

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. ----- Dated ----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (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 (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing 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 Corporation of India Limited
(Authorized Signatory)

**ANNEXURE – 6 – Compliance Statement
(To be submitted on Company Letter Head)**

RFP REF NO: CPCM-10/2025-26 dated 04-Jul-2025 for RFP of Catering Services of StockHolding offices at Parel, Mahape and Fort for 02 (two) years

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the StockHolding. We also agree that the StockHolding reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Sr. No.	Item / Clause of the RFP	Compliance (Yes / No)	Remarks / Deviations (if any)
1	Objective of the RFP		
2	Scope of Work		
3	Eligibility Criteria		
4	Service Level Agreement (SLA)		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Requirement		

Brand / Quality of materials to be used:

Statement showing the list of branded items to be used:

Sr. No.	Name of the Items		Compliance (Yes/No)	Remarks / Deviations (if any)
1	Rice	Branded Basmati Rice (such as India Gate, Kohinoor) for every day, and Wada Kolam, Surti Kolam, Premium Boiled Rice (such as Dubraj/ Coimbatore / Indrayani) on request.		

2	Dal / Pulses	Branded (Food Plus /Reliance /More/Big Bazaar/ D-Mart stores)		
3	Oil	Mix branded oils (Sunflower / Soyabean / Groundnut Oil / Saffola / Sundrop / Gemini / Fortune) (<i>oils not to be used: Palm oil</i>)		
4	Atta	Branded (Aashirvad / Annapurna /Farm Fresh)		
5	Pickles	Branded like Mother's Recipe, Nilon's, Pravin		
6	Bread	Branded (Modern / Britannia / Spencer / Wibs)		
7	Butter / Cheese	Branded (Amul / Brittania / Govardhan)		
8	Jam	Branded (Kissan / Sil)		
9	Sauce	Branded (Kissan / Maggi)		
10	Milk	Branded Pasteurised Milk (Amul / Chitale / Gokul)		
11	Curd	Freshly prepared without bitterness or (Amul / Chitale/Gowardhar/Mother Dairy)		
12	Tea Bags	Branded (Taj mahal / Lipton / Brook bond / Tetley)		
13	Cookies	From reputed bakers (Fresh)*		
14	Vegetables	1st quality fresh from market *		
15	Fruits	1st quality fresh from market *		
16	Ice Cream	Branded (Vadilal / Havmor / Mother Dairy / Amul/ Naturals/NIC)		
17	Corn / Wheat Flakes / Muesli / Choco chips	Branded (Kellogg's / Nestle)		
18	Oats	Branded (Kellogg's / Quaker / Champion)		
19	Chicken / Meat / Fish	1st quality fresh meat *		
20	Masala	Branded (MDH / Everest / MTR)		
21	Salt & Pepper	Branded (TATA / Catch / Everest)		
22	Pav	1st Quality From reputed bakers (Fresh)*		

Note: All the raw materials, packaged food items and ingredients used in preparation of food products shall be branded having FPO registration / FSSAI / AGMARK / ISI certification,

wherever applicable, and / or as per the brand names /others specified by the StockHolding's Pantry Committee.

Cleaning Materials:

List of Approved Cleaning Materials (This list is only indicative):

Sr. No.	Name of the Materials	Compliance (Yes/No)	Remarks / Deviations (if any)
1	Dusters: Taski or equivalent approved make		
2	Mops: Taski, Mira Clean or equivalent approved make		
3	Brushes: ISI mark or equivalent approved make		
4	Dishwashing liquid/soap : Vim,Exo,Pril 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	Garbage Sacks: ISI mark or equivalent approved make		
9	Cleaning Chemicals: Taski, Johnson, Diversey or equivalent make		
10	Phenyl: Taski or equivalent approved make		
11	Tissue Papers: Kimberly Clark, Jackson or equivalent approved make		

Note: All the above cleaning materials needs to be eco-friendly.

The bidder shall submit the 'Compliance Statement' (i.e. compliance yes/no) along with technical bid document with Authorized signatory and stamp.

(If Remarks/Deviations column is left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with seal

Name & Designation:

ANNEXURE – 7 – Format of Bank Guarantee

This Bank Guarantee is executed by the ----- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ----- and branch office at ----- (hereinafter referred to as the “Bank”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at ----- in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as “StockHolding”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of -----, a Company incorporated under the Companies Act, 1956 and having its Registered Office at ----- (hereinafter referred to as the “Service Provider”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

- A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
- B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
- C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.
2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____ /- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.
3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service Provider and to forbear or enforce any of the Terms & Conditions relating to the said

Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.
6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).
2. This Bank Guarantee will be valid for a period up to _____ (date).
3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID:

ANNEXURE – 8 - Area wise Details with Addresses of Locations & Approximate Daily Count

StockHolding's Offices:

Sr. No.	Region name	Location	Address & Contact Number	Approximate Daily Count & Working Days
1	Mumbai	Center Point	301, Center Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai PIN – 400012 Contact No.: 022- 6177 9401	<p>1. Morning Tea/Coffee : 60 2. Breakfast : 55 3. Lunch : 65 4. Evening Snacks : 45 5. Evening Tea/Coffee :60</p> <p>The services are to be provided on Weekdays i.e. Monday to Friday (excl. Holidays)</p> <p>Approx. number of working days- No. of Days in 2 years = 730 No. of Days excl. Sat & Sun = 730-208=522 No. of Holidays in 2 years=36 (Avg. 18 per year) Therefore, approx. number of Working Days = 522-36=486</p>
2	Navi Mumbai	Mahape	SHCIL HOUSE, P – 51, T.T.C. Industrial Area, MIDC Mahape, Navi Mumbai PIN - 400710 Contact No.: 022- 6177 1060	<p>1. Breakfast with Tea/Coffee : 420 2. Lunch : 590 3. Evening Snacks : 280 4. Evening Tea/Coffee : 325 5. Dinner : 15</p> <p>The above mentioned figures are from Monday to Friday (excl. Holiday). However, breakfast, lunch, and dinner must also be served at Mahape on Saturdays. The count, however, will be approximately 60% lower than the number mentioned above.</p> <p>Approx. number of working days- No. of Days in 2 years = 730 No. of Days excl. Of Sun = 730-104=626 No. of Holidays in 2 years=36 (Avg. 18 per year) Therefore, approx. number of Working Days = 626-36=590</p>

3	Mumbai	Fort	12/14, UTI Building, Bank Street Cross Lane, Near Old Custom House, Fort, Mumbai PIN – 400023 Contact No.: 022- 61772200	<div> 1. Morning Tea/Coffee : 30 2. Breakfast : 25 3. Lunch : 25 4. Evening Snacks : 25 5. Evening Tea/Coffee : 20 </div> <p>The above mentioned figures are from Monday to Friday (excl. Holiday). However, breakfast, lunch, and dinner must also be served at Fort on Saturdays. The count, however, will be approximately 30% lower than the number mentioned above.</p> <div> Approx. number of working days- No. of Days in 2 years = 730 No. of Days excl. Of Sun = 730-104=626 No. of Holidays in 2 years=36 (Avg. 18 per year) Therefore, approx. number of Working Days = 626-36=590 </div>
---	--------	------	--	---

Note:

- 1) 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.
- 2) The bidder shall maintain registers at the above offices. Stockholding may advise the bidder for increase of manpower, if so desired, to complete the work within the schedule.
- 3) The bidder should have proper presence in terms of providing food at the locations indicated in the enclosed list and should be able to undertake the services for new locations, if required in future.
- 4) The bidder should account for a $\pm 15\%$ variation in the daily count figures as mentioned above in the table, depending on attendance for that day.

ANNEXURE – 9 - Master Menu

List of Master Menu Items as below:

Breakfast And Snacks	
Poha	Bread Roll
Sengdana Bhujia Poha	Bread Pakoda
Mix Veg Bhujia Poha	Pav Bhaji
Corn Bhujia Poha	Noodles
Aloo Bhujia Poha	Sabudana Pattice
Aloo Poha	Puri Bhaji
Peas Poha	Moong Dal Chilla
Corn Poha	Paneer Khati Roll
Masala Poha	Sabudana Khichdi
Upma	Dhokla
Mix Veg Upma	Dabeli
Vermicilli Upma	Veg Burger
Bread Upma	Chole Samosa
Corn Upma	Panjabi Samosa
Green Peas Upma	Samosa Chat
Plain Upma	Kachori Chat
Carrot Upma	Misal Pav
Beans Upma	Usal Pav
South Indian	Medu Wada
Masala Dosa	Mix Bhaji
Onion & Tomato Uttapam	Moong Dal Bhaji
Masala Uttapam	Sev Puri
Mysore Masala Dosa	Ragada Puri
Spinach Uttapam	Bhel
Set Dosa	Pani Puri
Capsicum Uttapa	Machurian
Masala Uttapa	Veg Franky
Tomato Uttapa	Dahi Kachori
Sczwan Uattapa	Sev Puri
Idali Chatani Sambar	Ragada Puri
Masala Idali	Bhel
Tadaka Idali	Pani Puri
Parathas	Machurian
Aloo Paratha	Veg Franky
Gobi Paratha	Dahi Kachori
Cheese Paratha	
Muli Paratha	
Mix Veg Paratha	

LUNCH/DINNER			
SALAD	BIRYANI	MAIN COURSE-GRAVY	
Garden Green Salad	Chicken Biryani	Cabbage Mutter	Soya Palak
Sprouted Salad	Chicken Dum Biryani	Cabbage Foogath	Corn Mushroom Masala
Indian Kachumber Salad	Chicken Hyderabad Biryani	Cabbage Tamatar	Corn Palak
Aloo Chat With Mint Sauce	Mutton Biryani	Gobi Achari	Baby Corn Mushroom Masala
Russian Salad	Mutton Hyderabad Biryani	Gobi Adraki	Mushroom Masala
Colesaw Salad	Egg Biryani	Gobi Masala	Dingri Hara Masala
Peas & Potato Salad	Egg Tava Pulav	Gobi Mutter	Dingri Mutter Masala
Potato & Carot Salad	Egg Roasted Biryani	Achari Aloo	Methi Mutter Malai
French Onion salad	Prawns Biryani	Aloo Bhendi	Mirch Ka Salan
Chop Potato Salad	Prawns Pulav	Aloo Capsicum	Aloo Semfali ki subji
Mix Lentil Salad	Prawns Malwani Biryani	Aloo Gobi	Amristari Chole
Three Bean Salad	DESSERT	Aloo Methi	Peshawar Chole
Pasta Salad	Gulab Jamun	Aloo Mutter	Chole Pindi
Kimchi Salad	Moong Dal Halwa	Aloo Palak	PULSES
Broccoly & Carrot Salad	Gajar Halwa (Seasonal)	Aloo Pyaaz	Rajma Masala
Cheese, Pineapple Salad With French Dressing	Sewaiyan	Aloo Tomato Rassa	Black Chana Masala
Carrot , Reddish and beetroot julliene Salad	Malpua	Banarasi Aloo	Chawli Usal
Chicpea Salad	Fruit Custard	Dum Aloo	
Zanzibar Salad	Doodhi Halwa	Jeera Aloo	Chole Masala
Vegetable Hawain Salad	Pineapple Sheera	Aloo Bhindi	Masoor Masala
REGULAR SALAD	Badami Sheera	Navratan Korma	Matki Masala
Green Salad	Balushahi	Tawa Vegetable	Mix Usal
Tossed Salad	Besan Ladoo	Veg Kofta Curry	Black Watana Usual
Tomato Slices	Sweet Boondi	Veg Chettinad	Mix Sprout Masala
Cucumber Slices	Sev Boondi	Veg Haryali	Methi Moong Masala
Carrot Slices	Channa Dal Paysam	Veg Hydrabadi	Rajma Masala
Onion Slices	Coconut Burfi	Veg Jaipuri	PANEER
RAITA / CURD	Doodhi Halwa	Veg Jalfreezi	Paneer Butter Masala
Potato Raita	Gajar Halwa	Veg Kadai	Paneer Lababdar
Boondi Raita	Gulab Jamun	Veg Kolhapuri	Kadai Paneer
Cucumber Raita	Kala Jammun	Veg Korma	Paneer Tikka Masala
Kuchumber	Stuffed Gulab Jamun	Veg Makhanwala	Paneer Handi
Mix Veg Raita	Jalebi	Veg Malwani	Paneer achari

Pineapple Raita	Malpua	Pumkin Khatta Mitta	Paneer Do Piyza
Tomato Raita	Lapsi	Arbi Ki Sookhi Sabazi	Paneer Mutter
Set Curd	Mohanthal Burfi	Palak Kofta Curry	Paneer Palak
Dahi Pachdi	Moong Dal Paysam	Mix Beans Bhaji	Paneer Bhurji
Dahi Wada	Moti Chur Ladoo	Nutrela Mutter	Paneer Saagwala
Dahi Balla	Phirni	Bhindi Do Pyaza	Paneer Hara Mirch Masala
PAPAD	Ras Malai	Bhindi Masala	Paneer Kofta
Roasted Papad	Rasgulla	Bhindi Kurkura	
Fried Papad	Rawa Burfi	Baigan Bharta	
Fryums	Rawa Halwa	Doodhi Chana ki Sabzi	
ONION & LIME	Rawa Kheer	French Bean Foogath	
Sliced Onion / Lime Wedges	Rawa Ladoo	French Bean Poriyal	
Chopped Onion / Lime Wedges	Rice Kheer	Gawar Ki Baji	
	Sabudana Kheer	Padwal Channa	
	Seviyan Kheer	Padwal Masala	
	Sheera	Tendli Channa	
	Fruit Custard	Tendli Masala	
	MOONG DAL HALWA	TURIA DRY	
		Soya Masala	

NON VEG MAIN COURSE-GRAVY	DAL	RICE	SOUP
Chicken Masala	Banjara Dal	Steamed Rice	Beetroot Soup
Bhuna Chicken	Chana Dal	Fried Rice	Broccoli Soup
Chicken Makhanwala	Chana Dal Masala	Schezwan Rice	Cabbage Chowder
Chicken Chettinad	Chola Dal	Coconut Rice	Carrot Soup
Chicken Goan Curry	Dal Aamti	Coriander Rice	Cauliflower Soup
Chicken Mangalorian Curry	Dal Adraki	Jeera Rice	Celery Soup
Sukha Chicken	Dal Amritsari	Lemon Rice	Clear Veg Soup
Chicken Green Masala	Dal Fry	Masala Bhaat	French Onion Soup
Chicken Boti Masala	Dal Haryali	Pea Pulao	Green Peas Soup
Palak Chicken	Dal Lasooni	Saffron Rice	Kidney Bean Soup
Methi Chicken	Dal Maharani	Tamarind Rice	Leek & Potato Soup
Chicken Patiala	Dal Makhani	Tomato Rice	Lentil Soup
Chicken Kohlapuri	Dal Methi	Mint Pulao	Minestrone

Chicken Liver Masala	Dal Nawabi	BIRYANI	Mix Veg & Barley Soup
Chicken Kheema Masala	Dal Palak	Veg Biryani	Tomato & Basil soup
Mutton Masala	Dal Panch Puran	Veg Dum Biryani	Mix Veg Broth
Dal Ghosh	Dal Rajasthani	Veg Hyderabad Biryani	Mix Veg Clear Soup
Mutton Kheema	Dal Tadka	Mix Veg Biryani	Mushroom & Spinach Soup
Mutton Hyderabad	Dhansak Dal	Veg Tawa Biryani	Mushroom Soup
Mutton Kohlapuri	Gujarati Dal	PULAO	Roast Pumpkin Soup
Palak Mutton	Hara Moong Dal	Veg Kashmiri Pulao	Soya & Barley Soup
Egg Masala	Kali Dal	Mint Pulao	Spinach Soup
Egg Amritsari	Khatti Meethi Dal	Veg Pulao	Tomato & Corn Chowder
Egg Kohlapuri	Maa Di Dal	Pea Pulao	Tomato Soup
Egg Bhurji	Masala Dal	Veg Tawa Pulao	Zucchini Soup
Egg Tava Masala	Masoor Dal Fry	KHICHDI	Cream Of Broccoli Soup
Prawns Masala	Mix Dal Fry	Green Moong Khichdi	Cream Of Green Peas Soup
Prawns Goan Curry	Moong Dal Fry	Gujrati Khichdi	Cream Of Mushroom Soup
Prawns Kohlapuri	Panch Rattan Dal	Masala Khichdi	Cream Of Spinach Soup
Prawns Curry	Panchmel Dal	Panjabi Khichdi	Cream Of Tomato Soup
Fried Fish n Chips	Pudina Dal	Yellow Moong Khichdi	Cream Of Veg Soup
Fish Goan Curry	Tamatar Dal	Curd Rice	Cream Of Zucchini Soup
Fish Masala	Toor Dal Tadka		Dal Shorba
Fried Fish Bhangda	Triveni Dal		Mulligatawny Soup
Fried Fish Pomfret	Urad Dal		Palak Shorba
Fried Fish Surmai	Varan Dal		Tomato Rassam
Fried Fish Bombil	Yellow Dal Fry		Tomato Shorba
Fried Fish Rawas	KADI		Veg Shorba
Shipi (Shell Fish)	Sindhi Kadi		Veg Hot & Sour Soup
Basa fish Masala	Punjabi Dahi Kadi		Veg Manchow Soup
	Dahi Kadi		Veg Sweet Corn Soup
	Gatte Ki Kadhi		Veg Wonton Soup
	Gujrati Kadi		Veg Noodle Soup
	Pakodi Ki Kadhi		Tamatar Danya Shorba
			Tomato Rassam
			Sev Tamatar
			Chilla Curry
			Cream Of Tomato Soup

ANNEXURE – 10 - Monthly Compliance Certificate

Date:

Stock Holding Corporation of India Limited,

Dear Sir,

Sub: Agreement dated _____ for providing Catering Services.

This has reference to the agreement dated _____ executed between Stock Holding Corporation of India Limited and _____ for providing _____ services.

Pursuant to the said agreement, _____ hereby confirms as under:

- 1) All governmental approvals as may be required for fulfilling our obligations in terms of the said agreement are obtained by us and the same are in force as of date.
- 2) The Services under the said agreement are performed by us in strict compliance with all applicable laws including but not limited to the Shops & Establishments Act, the Contract Labour (Regulation & Abolition) Act, the Minimum Wages Act, Payment of Wages Act, the Employees State Insurance Act, the Provident Fund Act and the Payment of Bonus Act, Labour Welfare Fund Act, Posh Act, Maternity Benefit Act, Labour Compensation Act, Profession Tax Act and all other Labour Laws which will be applicable in future, as also to any other order, ordinances, notifications, rules, regulations, legislation whether Central, State, Municipal or otherwise, related to or pertaining to the execution or performance of the Services under this Agreement.
- 3) The wages, salaries, other legal dues of our employees deployed by us at your premises in connection with the said agreement, are paid by us from time to time.
- 4) All registers and records required to be maintained under the aforesaid enactments and the rules framed thereunder are maintained by us.
- 5) Documents relating to compliance with various Government Acts / regulations are preserved / maintained by us and the same shall be submitted to StockHolding within 3 days of the request.
- 6) As advised by StockHolding, we have initiated the process of background checking including police verification in respect of our employees deployed at your premises and shall update the status of the same to StockHolding from time to time.
- 7) We confirm that SHCIL shall not have any responsibility and shall not be held directly or indirectly responsible or liable, in any manner; whatsoever with regard to the services and / or personnel so employed by us for performing / providing services in terms of the said Agreement.

Dated this..... Day of 2025

Yours faithfully

(Signature)

(In the capacity of)

ANNEXURE – 11 – Format of Non-Disclosure Agreement

This Non-Disclosure Agreement (hereinafter “Agreement”) is executed on this _____ day of _____, 20xx by and between

Stock Holding Corporation of India Limited, a company incorporated under the Companies Act, 1956 and having its registered office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400012 (hereinafter referred to as “**StockHolding**” which expression shall mean and include its successors and assigns), of the One Part;

And

Company Name, a company incorporated under the Companies Act, 1956 and having its registered office / corporate office at **Complete Address** (hereinafter referred to as “**Company Name**” which expression shall mean and include its successors and assigns), of the Other Part.

(StockHolding and **Company Name** are individually referred to as ‘Party’ and collectively as ‘Parties’.)

The Party disclosing Confidential Information under this Agreement shall be referred to as Disclosing Party and the Party receiving Confidential Information shall be referred to as Receiving Party.

1. **Purpose:** Whereas, the Parties wish to explore possible business opportunity, during which either Party will be required to disclose certain Confidential Information to the other.
2. **Confidential Information and Exclusions:** Confidential Information shall mean and include (a) any information received by the Receiving Party which is identified by Disclosing Party as confidential or otherwise; (b) all information including technical, data security, cyber security business, financial and marketing information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, know-how, ideas, concepts, strategies, trade secrets, product or services, results obtained by using confidential information, prototype, client or vendor list, projects, employees, employees skills and salaries, future business plans disclosed by Disclosing Party whether orally or as embodied in tangible materials. Confidential Information shall however exclude any information which a) is in the public domain; (b) was known to the Party of such disclosure or becomes known to the Party without breach of any confidentiality agreement; (c) is independently developed by the Party without use of Confidential Information disclosed herein; (d) is disclosed pursuant judicial order or requirement of the governmental agency or by operation of law, provided that the recipient party gives disclosing party a written notice of any such requirement within ten (10) days after the learning of any such requirement, and takes all reasonable measure to avoid disclosure under such requirement.
3. **Confidentiality Obligations:** The Receiving Party shall, at all times maintain confidentiality and prevent disclosure of Confidential Information of Disclosing party

with at least the same degree of care as it uses to protect its own confidential information but in no event with less than reasonable care. The Receiving Party shall keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party. The Receiving Party agrees not to disclose, transmit, reproduce or make available any such Confidential Information to any third parties and shall restrict disclosure of Confidential Information only to a limited group of Recipient's directors, concerned officers, employees, attorneys or professional advisors who need to have access to the Confidential Information for the purposes of maintaining and supporting the services and each of whom shall be informed by Receiving Party of the confidential nature of Confidential Information and agree to observe the same terms and conditions set forth herein as if specifically named a Party hereto. The Receiving Party shall not, unless otherwise agreed herein, use any such Confidential Information and Confidential Materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects. The Receiving Party shall not use the Confidential Information in any way to create a derivative work out of it or reverse engineer or use for any commercial purpose or for any purpose detrimental to the Disclosing Party. The Receiving Party shall not make copies of Confidential Information unless the same are reasonably necessary. The Receiving Party shall immediately notify Disclosing Party in the event of any unauthorized use or disclosure of the Confidential Information and reasonably support Disclosing Party in taking necessary remedial action.

4. **No Warranty:** All Confidential Information is provided 'as is.' Neither Party makes any warranty, express, implied or otherwise, regarding its accuracy, completeness or performance.
5. **No License:** Each Party recognizes that nothing in this Agreement is construed as granting it any proprietary rights, by license or otherwise, to any Confidential Information or to any intellectual property rights based on such Confidential Information.
6. **Return:** The Receiving Party who receives the Confidential Information and Confidential Materials agrees that on receipt of a written demand from the Disclosing Party:
 - a. Immediately return all written Confidential Information, Confidential Materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control; (SUCH RETURN OF DOCUMENTS SHOULD BE DONE BY SIGNING A LETTER).
 - b. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;
 - c. So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control; and
 - d. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her

knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

- e. Receiving party will attempt to maintain, to the best possible extent, physical and logical segregation of the Confidential Information of the data of the Receiving party from data of any third party.
7. **Term:** The term of this Agreement shall be ____ (___) years from _____ (the Effective Date). Either Party may terminate this Agreement by giving a thirty (30) days written notice to the other. The confidentiality obligations stated in this Agreement shall survive for a period of three (3) years from the date of termination or expiration of this Agreement.
8. **Remedies:** The Confidential Information and Confidential Materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.

The Parties acknowledge and agree that the Disclosing Party will suffer substantial and irreparable damage, not readily ascertainable or compensable in monetary terms, in the event of any breach of any provision of this Agreement by the Receiving Party. The Receiving Party therefore agrees that, in the event of any such breach, the Disclosing Party shall be entitled, without limitation of any other remedies otherwise available to it, to obtain an injunction or other form of equitable relief from any court of competent jurisdiction.
9. **Governing Law and Jurisdiction:** This Agreement may be governed and construed in accordance with the laws of India and shall be subject to the jurisdiction of courts in Mumbai, India.
10. **Miscellaneous:** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior commitments/ understanding in this regard and may not be amended or modified except by a writing signed by a duly authorized representative of the respective Parties. This Agreement may be executed in several counterparts (physical or electronic form), each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. This Agreement may not be assigned or transferred except by a mutual written consent of both the Parties.

For Stock Holding Corporation of India Limited	For Company Name
Name:	Name:
Title:	Title:

In the Presence of	
Name:	Name:
Title:	Title: