Stock Holding Corporation of India Limited

(StockHolding)

RFP Reference Number: CPCM-38/2026-27

Date: 28-Aug-2026

GEM Reference No. - GEM/2026/B/7972069

REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PROVIDER FOR IT FACILITY MANAGEMENT SERVICES AT STOCK HOLDING

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-38/2026-27
3	Requirement	Request for proposal (RFP) for selection of service provider for IT Facility Management Service at StockHolding
4	Interest free Earnest Money Deposit (EMD) [*]	Rs. 2,40,000/- (Indian Rupees Two Lakhs Forty Thousand only) 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/BG/FDR 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. Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.
5	Email Id for queries up to Pre-Bid Meet	CPCM@stockholding.com
6	Date of Issue of RFP Document	28-Aug-2026
7	Date, Time and place for online Pre-bid meeting	08-Sep-2026 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to CPCM@stockholding.com before 07-Sep-2026 05:00 PM

8	Last date for submission of pre-bid queries	07-Sep-2026, 05 .00 PM All responses to pre-bid queries will be published on the website. Any queries submitted after the specified deadline will not be considered.
9	Last Date for Submission of Online Bid	21-Sep-2026 02:00 PM
10	Date of opening bid	21-Sep-2026 02:30 PM

This bid document is not transferable.

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

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SUBMISSION OF PROPOSAL

StockHolding invites e-tender through GeM Portal, in two bid system (Technical and Commercial bid), from firms/companies having proven experience in IT Facility Management Services.

The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.

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. 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 firm/company for providing IT Facility Management Services at StockHolding Corporation" 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) Requirement with Scope of Service and Terms and Conditions
c) Format for Eligibility Criteria - Annexure 2
d) Technical Bid – Annexure 3
e) Format for Commercial Bid - Annexure 4
f) Integrity Pact - Annexure 5
g) Compliance Statement - Annexure 6
h) Format for bank Guarantee – Annexure 7
i) Format for Non-disclosure Agreement - Annexure 8

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 only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.
i It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI).

Validity of offer:

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

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.

1. 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.

2. Evaluation of Bids

StockHolding will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the Bidder will be evaluated against the Eligibility criteria set forth in the RFP. The Bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Noncompliance 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.

StockHolding may accept or reject an offer without assigning any reason what so ever. 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*.

a) Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
b) The information provided by the bidders in response to this RFP document will become the property of StockHolding.

Eligibility Criteria (Stage 1)

The purpose of this section is for bidders to provide information to demonstrate to StockHolding that its services offering satisfy StockHolding's requirements. The bidder should also demonstrate that it has the financial organizational infrastructure to fulfil the fundamental requirements set out in this RFP. Bidders not meeting the requirements or not demonstrating that they do not meet the eligibility criteria, may not receive further consideration during the evaluation process.

SI. No	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 or a Partnership Firm registered under Indian Partnership Act, 1932	Copy of Certificate of Incorporation issued by the Registrar of Companies/ Copy of Registration of Partnership Deed;
2	The Bidder should be in a business of providing similar services (IT Facility Management services / ITeS / IT Managed Service Provider) for at least 5 years to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date.	Self-declaration by the bidder on Letter Head duly signed by the Authorized Signatory And Copy of Purchase Order / Work Order / MSA / Relevant supporting documents
3	The bidder should have an average annual turnover of at least Rs. 1.32 Crores per annum for last 03 (three) financial years (i.e. 2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
4	The Bidder should have Positive Net worth minimum Rs. 16 lakhs for each of the last 03 (three) audited financial years (i.e. 2022-23, 2023-24 and 2024-25)	Certificate from CA mentioning networth for the past three financial years.
5	The Bidder must have executed a minimum of 03 (Three) Orders for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/Switches/Routers etc., in a single PO during the last 05 years as on the date of the RfP.	Copy of Purchase Order and Completion certificate with customer reference to be provided/ Relevant supporting documents For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming "in-progress" status of cited project.

6	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 3 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
7	Bidder must have facilitated as part of the IT Facility Management Services for the following: a. Desktop Management b. Network Administration c. Helpdesk Management	Self-Declaration along with relevant supporting documents (Copy of Purchase Order /completion certificate/client declaration etc)
8	The bidder should have a regional/support office in the Mumbai Metropolitan Region.	Details of the bidder's office with valid GST registration in the region or Latest copy of Telephone bill/Electricity Bill/Registered Lease Deed supporting the address at the region. (In case of submission of Telephone bills/Electricity bills, the same should be at least for the last 3 (three) months.
9	The Bidder is to submit the following documents (signed and stamped): (a) Bidders Profile (Annexure -1) (b) Integrity Pact (Annexure – 4) (c) Compliance Statement (Annexure 5) (d) Undertaking cum Indemnity (Annexure 8)	Self-declaration by authorized signatory of Bidder

Eligibility Criteria Evaluation

The bidder meeting the Eligibility Criteria as per **Annexure 2** will be considered for further Technical evaluation. Any credential/supporting detail mentioned in "Annexure 2 – Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

Technical Bid Evaluation

The Technical bids of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. *StockHolding* may seek clarifications from the any or each bidder as a part of technical evaluation requirements as mentioned in Annexure 3. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the *StockHolding*.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Sl. No	Parameter	Scores	Max Scores
	A. **BASED ON VENDOR TURNOVER & EXPERIENCE (100 MARKS)**		
1	**Financial Capability:** Average annual turnover of the bidder during last 03 (three) years (i.e. 2022-23, 2023-24 and 2024-25) **Valid Document:** Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.	• 1.32 Crores >= but < 3 Crores (10 Marks) • >=3 Crore but <= INR 5 Crore (12 Marks) • More than INR 5 crore (15 Marks)	**15**
2	The Bidder must have executed a minimum of **03 (Three) Orders** for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/Switches/Routers etc., in a single PO during the last 05 years as on the date of the RfP. **Valid Documents:** Copy of Purchase Order and Completion certificate with customer reference to be provided For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming "in-progress" status of cited project.	• 3-5 Projects – 15 Marks • 6-8 Projects – 20 Marks • More than 8 Projects – 25 Marks	**25**
3	The Bidder should be in a business of providing similar services (IT Facility Management services / ITeS / IT Managed Service Provider) for at least 5 years to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date. **Valid Documents:** Copy of Certificate of Incorporation issued by the Registrar of Companies/ Copy of Registration of Partnership	• 5-7 years – 10 Marks • 7-9 years – 15 Marks • More than 9 years – 20 Marks	**20**

	Deed & supporting Purchase order copy establishing the years of experience.		
4	The bidder should have a minimum of 15 resources on their payroll dedicated to IT FMS/similar services **Valid Document:** Self-attested declaration on firm's letter head with names of employees along with their qualifications and years of experience. Bidder has to provide compliance certificates like PF, ESIC, educational, experience certificates etc., as proof of employment.	• 15-30 resources – 15 Marks • 31-50 resources – 20 Marks • More than 50 resources – 25 Marks	**25**
5	The Bidder should have average Positive Net worth greater than Rs 16 Lakhs for the last 03 (three) audited financial years viz. 2022- 23, 2023-24 and 2024-25. **Valid Document:** Copy of Balance sheet / CA certificate	• >=Rs. 16 lakhs but < Rs. 25 lakhs (10 Marks) • >=Rs. 25 lakhs and <Rs. 35 lakhs (12 Marks) • Greater than equal to Rs.35 lakhs (15 Marks)	**15**

Note:

- The bidder is required to provide documentary evidence for each of the above criteria.
- StockHolding shall verify the credentials submitted with the respective issuer and understand the credentials claimed for the purpose of evaluation and awarding marks.
- The bidder to submit appropriate credentials [other than self- certification] in respect of each of the item.
- Technical proposals will be evaluated based on the total marks obtained across all technical evaluation criteria. Only those bidders who achieve a minimum cumulative score of **70 marks** in the technical evaluation will qualify for the commercial bid evaluation.

Commercial Bid Evaluation

Selection of bidders for commercial evaluation stage -

Only those bidders who achieve a minimum cumulative score of 70 marks in the technical evaluation. L1 bidder will be selected based on the lowest quote submitted.

The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.

REQUIREMENT

1. **Purpose**
The purpose of this Request for Proposal (RFP) is to solicit bids from eligible and qualified vendors for IT Facility Management Service providers having sufficient experience in the same field.

2. **Scope of Work**
The services covered as part of the successful bidder includes, but not limited to the following:

i. The empanelled bidder(s) shall provide onsite technical resources as per Stockholding's requirements given in below table for the job of various Facilities Management Services including Help Desk Management services for Video Conferencing, LAN & IT Systems being used at Stockholding offices managed centrally from the below locations:

Location	Job Role	No. of Engineers	Shift Schedule
Mahape	L1 Desktop Support	4	• First shift 8:30 AM to 5:30 PM (Two Number of L1 Desktop Support) • Second Shift at 11 AM to 8 PM (Two Number of L1 Desktop Support)
Mahape	L1 Desktop Support	2	9:00 AM to 6:00 PM or any other shifts which will be communicated in advance
Mahape	L2 Desktop Support	1	9:00 AM to 6:00 PM
Centre Point	L1 Desktop Support	1	9:00 AM to 6:00 PM
Fort	L1 Desktop Support	1	9:00 AM to 6:00 PM

ii. The empanelled bidder(s) shall make available on-site resources in a shift of 9hrs x 6 days. The resources will be required to be rotated across locations as per stockholding schedule. The empanelled bidder(s) must ensure immediate replacement of resource with similar skillset & Experience in case of existing resource fails to report to Stockholding office / Going for a leave for more than one day.

iii. Shadow resource has to be on site during absence of primary resource.

iv. Same skills set resource shall be provided in case of replacement of resource due to discipline or any other performance issues.

v. Nature of Work of Engineers: (On-site and remote support):

A. The primary responsibility of resource is to attend calls of users / vendors and to get all the issues resolved timely by taking follow-up with respective application & hardware vendor. All the mentioned IT-computer Hardware i.e. desktops, Laptops, Printers, Scanners, Projector etc., and its related equipment/Peripherals are under Warranty / AMC with the respective vendor who has supplied.

a) Create and maintain IT asset information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Desktops, Laptops, Printers, Scanners, UPS, Tablet/IPAD Networking equipment etc.

b) Installation & troubleshooting of Desktops/Laptops and peripherals including the applications provided by Stockholding. Fine tuning Desktops/Laptops for optimum performance.

c) Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations.
d) Should be able to lift and shift IT Assets as per requirement and record the movement of IT assets within and out across locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset is not returned back within the stipulated time.
e) Up-gradation of various software's / applications on the desktop where CDs and licenses would be provided by Stockholding.
f) Perform Antivirus updates across Desktops/Laptops
g) LAN IP Management and LAN Cable termination (crimping)
h) Provide Remote Support Access across all Stockholding branches to resolve all day to day issues pertaining to Email (Lotus Notes), Anti-Virus and other OS related troubleshooting
i) Co-ordination with AMC/Warranty vendors to resolve issues like part replacement, troubleshooting, tracking and user follow-ups
j) Daily activity logging, Daily MIS report to be sent to Hardware Team
k) Coordinating with vendors to get the problems resolved
l) Should have good Verbal and Written communication skills
m) Should be conversant in using Excel and Word and Open Office Software
n) Monthly Review Meeting to setup on Last Day of Each month
o) Video Conferencing Support: Setup, configuration, and troubleshooting of video conferencing systems, including meeting room arrangements and live session support.
p) Lifesize Support: Setup, monitoring, and troubleshooting of Lifesize systems and related conferencing equipment.
q) Stockholding has its Ticketing tool available for call logging which has to be managed by the selected bidder.
r) All statutory compliance related formalities shall be adhered and demonstrated by the selected bidder as and when required from Stockholding.

vi. Desktop joining to Active Directory related activities in Detail.

A. Pre-requisites
   a) Ensure the client machine is connected to the corporate network.
   b) Configure DNS to point to the domain controller.
   c) Have valid domain credentials with join permissions.
   d) Verify system time is synchronized with the domain.

B. System Configuration
   a) Assign a proper computer name as per naming convention.
   b) Check network settings (IP, gateway, DNS)
   c) Ensure the system is reachable from the domain controller.

C. Basic Troubleshooting (if required)
   a) Check DNS resolution (ping domain name)
   b) Verify domain controller connectivity
   c) Review event logs for errors

d) Ensure correct credentials and permissions

vii. Resource Requirements

A. Stockholding intends to add resources through the Time & Material Model in due course of time.
B. Initially Stockholding will require 09 numbers of technical resources, however, Stockholding may increase/ decrease the resource count if any based-on man-power requirement with advance notice of 45 days.
C. PO will be issued to empanel bidders based on the number of resources and unit rate of resource type.
D. If any candidate resigns, bidder shall provide a replacement resource with an equal or higher skill set within 30 days. The outgoing resource must ensure a proper handover by providing an additional 30 days of handholding support.

viii. Expected Timelines for On-boarding Resources

A. Stockholding will release the requirements to all empanelled bidder(s) depending on the business requirements.
B. Bidder(s) will have to share the profiles of the proposed resources.
C. Shortlisted candidates will be interviewed and selected by Stockholding's team.
D. Candidates selected by the Company team will be on boarded to the project.

3. Contract Duration

Empaneled bidder(s) shall enter into a Rate Contract (RC) for the period of 03 (three) years with Stockholding. The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.

a. Post the end of 03-year period, Stockholding and empanelled bidder(s) might choose to extend the contract on a yearly basis with agreed commercial billing rates as per mutually decided terms between Stockholding and the selected bidder.
b. Either party may choose to not extend the contract after end of 03-year period. In the event Stockholding decides to extend the contract, a new contract agreement will be signed post discussions with the empanelled Bidder(s).

4. Leaves

i. One-day leave is permissible per month for each of the deployed resources.
ii. Resources are eligible for compensatory leaves. However, compensatory leaves must be settled with in next one month.
iii. Resources will have to get prior approvals from Stockholding Hardware Team before availing any leave.

5. Eligibility Criteria (For Proposed Resource)

Below are the resource specification details

	Resource Type	Qualification	Experience	Certification Required
1	L1 Desktop Support	Minimum 3-year Diploma/ Graduate in IT/Computers from reputed recognised universities with minimum 02 years of experience in Desktop/Network support	Well conversant with configuration of Windows 10/11, Lotus Notes, MS Office - Experience in managing Users and N/W Resources, LAN Management and EDR, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)
2	L2 Desktop Support	Minimum Graduate in IT/Computers from reputed and recognized universities with minimum 03 years of experience in Desktop/Network support and managing the team members.	Well conversant with configuration of Windows 10/11, Lotus Notes, MS Office-Experience in managing Users and N/W Resources, LAN Management and Antivirus, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)

I. L1/L2 resource type will be decided basis the Interview process and the overall resource experience. It will be with discretion to Stockholding for choosing the resource type.

II. Stockholding may choose to retain the existing resources working in IT department of Stockholding through the empanelled FMS service providers. The above-mentioned Resource Eligibility criteria will not be applicable for these existing resources. Any new resource or replacement of existing resource will need to meet the above-mentioned Resource Eligibility Criteria.

6. Notice Period

Notice period of proposed resource should be maximum of 60 days

7. Support Hours and Support Locations for deployed resources

Monday to Saturday: Between 08:30 am to 08:00 pm in three shifts of 09 hours. However, the deputed personnel should attend duties on extended hours or on holidays in case of necessity (emergency) as decided by Stockholding official(s). StockHolding reserves the right to change the number of shifts and timings of each shift as per the business requirements.

8. Stockholding Support Locations:

I. Plot No. P-51, T.T.C. Industrial Area, M.I.D.C., Mahape, Navi Mumbai 400 710
II. 301, Centre Point, Dr. B.A. Road, Parel, Mumbai - 400 012 Ph. 022-61779400
III. 12/14, UTI Bldg, Bank Street Cross Lane, Near Old Custom House, Fort Mumbai - 400 023 Ph. 022-22622677, 22675960/61

9. Payment Terms

i. Monthly on submission of Invoice and based on the number of resources deployed in Stockholding (in that month) from the date of joining (on pro-rate basis) based on attendance details duly certified by Stockholding official(s). One-day leave is permissible per month for each of the deployed technical qualified (skilled) resources. Payment against absenteeism will be deducted from the payment(s).

ii. One Time Payment of Rs. 4000/- + Taxes as re-imbursement for any new resource (not considered for replacement of resource) deployed in Stock Holding Corporation of India Limited (Stockholding) for background check. However, the payment will be reimbursed only after the resource completes 06 (six) months at Stockholding.

10. Penalty Structure for Delivery Schedule

i. The empanelled bidder(s) shall make arrangement of standby engineer / help desk personal in case resident engineer / help desk person is not reporting / available continuously for more than 01 working days (Under normal circumstances).

   A. In case empanelled bidder(s) fails to provide a standby resident engineer/ Helpdesk person, Stockholding reserves the right to deduct the amount for absenteeism from the payment payable to empanelled bidder(s).

   B. The penalty charges will be calculated on monthly basis and will be adjusted towards the subsequent months for which invoices are submitted by the bidder. In case if there is no pending invoice to be paid by Stockholding to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of Stockholding for the same within 15 days from the notice period from Stockholding.

ii. Stockholding will review the performance of the deployed resources on monthly basis and will providing rating based on the last month performance of the resources. The performance matrix is enclosed in the RFP (kindly refer Annexure-9). If the resource receives 'Unsatisfactory' rating consecutively for 3 months, Stockholding reserves the right to inform the empanelled bidder to change the resource and empanelled bidder shall arrange to replace the resource within 7 working days.

   A. In case empanelled bidder(s) fails to provide a replacement within 07 (seven) working days, Stockholding reserves the right to deduct man day amount for the period of un-availability of the replacement from the payment payable to empanelled bidder(s).

iii. However, the penalty may / will be waived off for Non-Adherence to SLA due to reasons mentioned in the Force Majeure or because of delays attributable to Stockholding. In such case(s) the bidder should notify Stockholding of the reasons for the delay within reasonable timelines.

Event	Penalty Calculation
Unavailability of an agreed resource/ shadow resource on-site (per resource, per day)	₹ 1,000/- per resource per day of absence without backup with no billing for that resource for that day
Unavailability of more than one resources on-site (per day).	For each instance of breach, a penalty of ₹ 1,000 per day per resource shall be imposed with no billing for that resource for that day
Late arrivals or early departures, per resource per month	For each instance of breach per resource exceeding number of instance or exceeding minutes, a penalty of ₹ 1000 shall be applied.
Unavailability of resource after completing notice period of 60 days.	For every instance of breach, a penalty of ₹ 1,000/- per day per resource till resource/s onboarded on site with a maximum cap of 10% of purchase order value.
Unable to conduct review meeting on Monthly basis.	For each instance of breach, a penalty of ₹ 1,000/- shall be applied/meeting.

Compliance with Statutory Provisions

1) The bidder to compulsorily have legal, valid and existing license or permission as may be required under any statutory/Regulatory authority whatsoever (viz. ESI Act, EPF Act, Profession Tax Act, Contract Labour (R & A) Act, 1970, Shops and Establishment Act etc).
2) The bidder to comply with the provision of all Labour Laws applicable to him, at his own cost. the bidder and/or its employees shall at all times will be solely responsible for any liabilities arising out of such, non-compliance and the bidder at all times shall keep StockHolding (including its directors, employees and permitted assigns) indemnified for any action brought against it for any violation/non-compliance of any of the provisions as mentioned above. The bidder will furnish proof of compliance regarding all applicable laws, filing of monthly/quarterly and annual returns and other /regulatory requirement and furnish proof of payments made to all Government/Statutory Authorities under EPF Act, ESI Act, Contract Labour (R& A) Act, Minimum Wages Act, Payment of Bonus Act, POSH Act, Payment of Gratuity Act, Maternity Benefit Act, Employee Compensation Act, Labour Welfare Fund Act and any other applicable compliances etc. This is a lumpsum contract, any liabilities on account of revision of wages (both statutory or otherwise), bonus, gratuity etc. shall be the sole responsibility of the bidder and StockHolding will bear no responsibility in this regard.
3) All the employees shall be paid wages which will not be less than the rates of Minimum Wages declared by the appropriate Govt from time to time.
4) The bidder shall be responsible for maintenance of proper records as required under the provision of various Statutory/Regulatory Authorities applicable to the bidder and produce them for inspection as and when demanded by StockHolding or any other appropriate authorities. The bidder will provide the name and contact details of their compliance officer.

5) The bidder shall be responsible for maintenance of employment related documents and credentials of staff provided by them. The bidder should give proper offer/appointment letters and issue Identity cards to the candidates.

Refund of Earnest Money Deposit (EMD):

a. EMD will be refunded through NEFT or return of BG/FDR to the successful bidder on providing an acceptance confirmation against the PO issued by StockHolding.
b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT or return of BG/FDR within 30 days after selection and confirmation 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% (Five per cent) of the Contract value (including GST) 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. The BG claim period will be 12 months from BG expiry date. No payment will be due to the successful bidder based on performance, until the BG verification is pending. A penalty of ₹5,000 per day will be imposed on 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. *StockHolding* reserves the right to invoke the BG in the event of non-performance by the successful bidder.

Force Majeure

Neither 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 endeavour 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-5. The Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the Bidder.

Non-Disclosure Agreement (NDA)

The successful Bidder will sign a Non-Disclosure Agreement (NDA) as per Annexure-8 with StockHolding for the contract period. The draft text of the NDA will have to be approved by legal department of StockHolding. 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.

Subcontracting

As per scope of this RFP, sub-contracting is not permitted. The bidder shall not assign or sub-contract the assignment or any part thereof to any other person/firm.

Termination Clause

StockHolding reserves right to terminate the contract by giving **90 days** prior written notice in advance against any of the following conditions –

a) If penalty amount is equal to or more than 10% of monthly contract value for consecutively 3 times in a particular year;
b) If at any point of time, the services of bidders are found to be non-satisfactory;
c) If total penalty amount exceeds 10% of total contract value;

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.
b. Plan: An Exit Management Plan, provided in writing by the Bidder to the StockHolding within 60 days of the acceptance of the Purchase Order/Contract, will outline the Bidder's support during the termination or expiration of the contract, along with the company's exit strategy. Following this, the exit plan must be reviewed and updated annually.
c. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration.
d. Bidder shall fully and timely comply with the Exit Plan.
e. Bidder shall not make any changes to the Services under this Agreement and shall continue to provide all Services to comply with the Service Levels.
f. Confidential Information, Security and Data: The Bidder will promptly on the commencement of the exit management period supply to StockHolding the following:
    - Information relating to the current services rendered.
    - Documentation relating to Project's Intellectual Property Rights.
    - Project Data and Confidential Information.
    - All current and updated project data as is reasonably required for purposes of transitioning the services to its Replacement Bidder in a readily available format specified by StockHolding.

Assignment

Either Party may, upon written approval of the other, assign its rights and obligations hereunder to: (i) its Parent Corporation (as defined below) or an Affiliate; and (ii) a third party entity in connection with the transfer of all or substantially all of the business and assets of that party to such entity. For purposes of this Agreement, a "Parent Corporation" shall mean a company or entity owning over 50% of a Party and an "Affiliate" shall mean a company directly or indirectly controlling, controlled by, or under common control with, a Party. Except as provided above in this Section, either Party may assign its rights and obligations under this

Agreement to a third party only upon receiving the prior written consent of the other Party, which consent may be reasonably conditioned but will not be unreasonably withheld or delayed. The Parties agree that no assignments will be made unless the assignee agrees to accept in full the responsibilities and obligations of the assigning Party.

Termination of contract for convenience

StockHolding reserves the right to terminate the contract, in whole or in part, at any time and for its convenience, during the contract period, by providing 90 days' prior written notice. The notice of termination shall specify that termination is for StockHolding's convenience, the extent to which performance of the vendor under the contract is terminated and the date upon which such termination becomes effective. The vendor shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

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(if any)		
7	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID		
8	Years of experience in IT FMS		
9	**Financial parameters**		
	Business Results (last three years)	Annual Turnover	Net Worth
		(Rs. in Crores)	(Rs. in Crores)
	2022-23		
	2023-24		
	2024-25		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)	

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

Dated this........ Day of 2026

(Signature)

(In the capacity of)

ANNEXURE - 2 – Eligibility Criteria

To be submitted as part of
Technical Bid

SI. No	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 or a Partnership Firm registered under Indian Partnership Act, 1932	Copy of Certificate of Incorporation issued by the Registrar of Companies/ Copy of Registration of Partnership Deed;
2	The Bidder should be in a business of providing similar services (IT Facility Management services / ITeS / IT Managed Service Provider) for at least 5 years to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date.	Self-declaration by the bidder on Letter Head duly signed by the Authorized Signatory And Copy of Purchase Order / Work Order / MSA / Relevant supporting documents
3	The bidder should have an average annual turnover of at least Rs. 1.32 Crores per annum for last 03 (three) financial years (i.e. 2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
4	The Bidder should have Positive Net worth minimum Rs. 16 lakhs for each of the last 03 (three) audited financial years (i.e. 2022-23, 2023-24 and 2024-25)	Certificate from CA mentioning networth for the past three financial years.
5	The Bidder must have executed a minimum of 03 (Three) Orders for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/Switches/Routers etc., in a single PO during the last 05 years as on the date of the RfP.	Copy of Purchase Order and Completion certificate with customer reference to be provided/ Relevant supporting documents For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming “in-progress” status of cited project.
6	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 3 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
7	Bidder must have facilitated as part of the IT Facility Management Services for the following:	Self-Declaration along with relevant supporting documents (Copy of

	d. Desktop Management e. Network Administration f. Helpdesk Management	Purchase Order /completion certificate/client declaration etc)
8	The bidder should have a regional/support office in the Mumbai Metropolitan Region.	Details of the bidder's office with valid GST registration in the region or Latest copy of Telephone bill/Electricity Bill/Registered Lease Deed supporting the address at the region. (In case of submission of Telephone bills/Electricity bills, the same should be at least for the last 3 (three) months.
9	The Bidder is to submit the following documents (signed and stamped): (e) Bidders Profile (Annexure -1) (f) Integrity Pact (Annexure – 4) (g) Compliance Statement (Annexure 5) (h) Undertaking cum Indemnity (Annexure 8)	Self-declaration by authorized signatory of Bidder

Note:

a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
c. Bidder response should be complete, Yes/No answer is not acceptable.
d. 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 2026
(Signature)

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

ANNEXURE – 3 – Technical Criteria & Compliance

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Sl. No	Parameter	Scores	Max Scores
	A. BASED ON VENDOR TURNOVER & EXPERIENCE (100 MARKS)		
1	**Financial Capability:** Average annual turnover of the bidder during last 03 (three) years (i.e. 2022-23, 2023-24 and 2024-25) **Valid Document:** Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.	• 1.32 Crores >= but < 3 Crores (10 Marks) • >=3 Crore but <= INR 5 Crore (12 Marks) • More than INR 5 crore (15 Marks)	**15**
2	The Bidder must have executed a minimum of **03 (Three) Orders** for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/Switches/Routers etc., in a single PO during the last 05 years as on the date of the RfP. **Valid Documents:** Copy of Purchase Order and Completion certificate with customer reference to be provided For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming "in-progress" status of cited project.	• 3-5 Projects – 15 Marks • 6-8 Projects – 20 Marks • More than 8 Projects – 25 Marks	**25**
3	The Bidder should be in a business of providing similar services (IT Facility Management services / ITeS / IT Managed Service Provider) for at least 5 years to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date. **Valid Documents:** Copy of Certificate of Incorporation issued by the Registrar of Companies/	• 5-7 years – 10 Marks • 7-9 years – 15 Marks • More than 9 years – 20 Marks	**20**

	Copy of Registration of Partnership Deed & supporting Purchase order copy establishing the years of experience.		
4	The bidder should have a minimum of 15 resources on their payroll dedicated to IT FMS/similar services **Valid Document:** Self-attested declaration on firm's letter head with names of employees along with their qualifications and years of experience.	• 15-30 resources – 15 Marks • 31-50 resources – 20 Marks • More than 50 resources – 25 Marks	**25**
5	The Bidder should have average Positive Net worth greater than Rs 16 Lakhs for the last 03 (three) audited financial years viz. 2022- 23, 2023-24 and 2024-25. **Valid Document:** Copy of Balance sheet / CA certificate	• >=Rs. 16 lakhs but < Rs. 25 lakhs (10 Marks) • >=Rs. 25 lakhs and <Rs. 35 lakhs (12 Marks) • Greater than equal to Rs.35 lakhs (15 Marks)	**15**

Note:

- The bidder is required to provide documentary evidence for each of the above criteria.
- StockHolding shall verify the credentials submitted with the respective issuer and understand the credentials claimed for the purpose of evaluation and awarding marks.
- The bidder to submit appropriate credentials [other than self- certification] in respect of each of the item.
- Technical proposals will be evaluated based on the total marks obtained across all technical evaluation criteria. Only those bidders who achieve a minimum cumulative score of **70 marks** in the technical evaluation will qualify for the commercial bid evaluation.

Dated this........ Day of 2026
(Signature)

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

ANNEXURE - 4 - Commercial Price Bid Format

#	Items	Unit Rate	No. of Resources	YEAR 1(Rs.)	YEAR 2(Rs.)	YEAR 3 (Rs.)
				AMOUNT	AMOUNT	AMOUNT
1	Man month Rate (Rs.) – Desktop Support Engineer (L1)		8			
2	Man month Rate (Rs.) – Desktop Support Engineer (L2)		1			
	GST					
Year wise Amount (incl GST)						
Total Amount (Year 1 + Year 2 + Year 3)				(Rs.)		

Rate Card for any additional resources to be onboarded during the contract period

#	Items	Year 1 Rate Card in Rs. / month	Year 2 Rate Card in Rs. / month	Year 3 Rate Card in Rs. / month
1	Man month Rate (Rs.) – Desktop Support Engineer (L1)			
2	Man month Rate (Rs.) – Desktop Support Engineer (L2)			

Note:

a. Price to be quoted is for 03 (three) years including GST while uploading financial bids on GeM portal.
b. The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.
c. Applicable penalty will / may be recovered from the monthly payment.
d. 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.
e. The annexure can be uploaded as financial bid document on GeM portal. Under no circumstance is this annexure to be uploaded with the technical bid documents, failing which the bid shall be summarily rejected.

ANNEXURE - 5 – Integrity Pact

(_______________________________ 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 the 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.) 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-Contractors 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 50 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 WITHNESS 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 – 6 – Compliance Statement

(To be submitted on Company Letter Head)

Subject: **RFP REF NO:** CPCM-38/2026-27 dated 28-Aug-2026 for selection of service provider for IT Facility Management Service at StockHolding

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) / Scope of Work		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Technical Compliance		

(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 – 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, 80
3. 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.
4. **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.

5. **No Warranty**: All Confidential Information is provided 'as is.' Neither Party makes any warranty, express, implied or otherwise, regarding its accuracy, completeness or performance.
6. **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.
7. **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.
8. **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.

9. **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.
10. **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.
11. **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:

Annexure-9: Template of Resource Performance Matrix

RESOURCE PERFORMANCE REVIEW MATRIX			
EMPLOYEE NAME		DEPARTMENT	
EMPLOYEE ID		REVIEWER NAME	
POSITION HELD		REVIEWER TITLE	
TODAY'S DATE			

CHARACTERISTICS				
QUALITY	UNSATISFACTORY	SATISFACTORY	GOOD	EXCELLENT
Quality of Work				
Work Consistency				
Communication				
Independent Work				
Takes Initiative				
Group Work				
Productivity				
Creativity				
Honesty				
Integrity				
Co-worker Relations				
Client Relations				
Technical Skills				
Dependability				
Punctuality				
Attendance				

GOALS
ACHIEVED GOALS SET IN PREVIOUS REVIEW?
GOALS FOR NEXT REVIEW PERIOD

COMMENTS AND APPROVAL			
COMMENTS			
EMPLOYEE SIGNATURE		REVIEWER SIGNATURE	