

Stock Holding Corporation of India Limited
(Stock Holding)



RFP Reference Number: CPCM-29/2025-26

Date: 27-Feb-2026

GeM Bid No. - GEM/2026/B/7300084

Request for Proposal (RFP) for Appointment of Vendor for availing Housekeeping Services at Stock Holding offices

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 (Stock Holding), 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 Stock Holding 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. Stock Holding 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. Stock Holding 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-29/2025-26
3	Requirement	Request for Proposal (RFP) for Appointment of Vendor for availing Housekeeping Services at StockHolding offices
4	Interest free Earnest Money Deposit (EMD) [*]	Rs.13,00,000/- (Indian Rupees Thirteen 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. 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.
5	Email Id for queries up to Pre-Bid Meet	CPCM@stockholding.com
6	Date of Issue of RFP Document	27-Feb-2026
7	Date, Time and place for online Pre-bid meeting	05-Mar-2026 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to CPCM@stockholding.com before 04-Mar-2026 05:00 PM
8	Last date for submission of pre-bid queries	04-Mar-2026 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	12-Mar-2026 11:00 AM
10	Date of opening bid	12-Mar-2026 11:30 AM

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 (Eligibility/Technical and Commercial bid) from potential Bidders/ Reputed Institutions / Professional Firms for providing Housekeeping services at StockHolding offices.

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 Vendor for providing Housekeeping Services at StockHolding offices” 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 the 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 is 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 Technical Criteria - Annexure 3
- d) Format for Price Bid (Commercial) Bids - Annexure 4
- e) Integrity Pact (Text) - Annexure 5
- f) Covering Letter of Integrity Pact - Annexure 6
- g) Compliance Statement – Annexure 7
- h) Format of Bank Guarantee – Annexure 8

- i) Monthly Compliance Certificate – Annexure 9
- j) Quarterly Compliance Certificate – Annexure 10
- k) Branch Details – Annexure 11
- l) Format of Non-Disclosure Agreement – Annexure 12

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-poned 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.

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

EVALUATION METHODOLOGY AND CRITERIA

Evaluation Methodology:

- 1) Bidder(s) are expected to mandatorily submit Eligibility, Technical and Commercial Bids along with Three (3) References as mentioned in the Annexures.
- 2) Non-submission of either of the Eligibility, Technical or Commercial Bids will lead to direct cancellation of the Bidder participation in the selection process.
- 3) Conditional bids shall be summarily rejected.
- 4) StockHolding will complete the Eligibility and Technical Evaluation and inform the selected bidders who have qualified for the Commercial Bids. All Bidders are expected to visit the Tender section of the company website to know the results. StockHolding reserves the right not to inform the bidder(s) who have not progressed to the Commercial Bid Opening round.
- 5) Bidders shall quote the commercials based on the Skillset and years of experience of the proposed resource.
- 6) Post opening of Commercial Bids –Bidders in the Rank of L1 bidder will be announced.
- 7) In case of multiple L1 bidders, L1 bidder shall be the one who have scored highest marks in Technical Bid.
- 8) Apart from the mentioned Technical and Commercial Criteria, all bidders need to submit mandatory documentation as a part of their proposal as mentioned in the Annexures. Failure in providing the mandatory documents would also result in disqualification of the bidder.

Eligibility Criteria

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. A complete listing of the specific bid evaluation criteria is given below.

Sr. No.	Eligibility Criteria	Documents to be submitted (Duly attested)
1.	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of Incorporation issued by the Registrar of Companies
2.	The bidder must be reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private	Copy of Purchase Order / Work Order/MSA

	organizations in India as on RFP date	
3.	The bidder must have a minimum average annual turnover of ₹5 Crores during the financial year(s) 2022-23, 2023-24 and 2024-25 from relevant / similar services.	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant for preceding three years.
4.	Bidder should have Positive Net worth (minimum ₹ 1.3 crores) for each of the last 03 (three) audited financial years viz. 2022- 23, 2023-24 and 2024-25	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant specifying networth.
5.	<p>Bidder should have experience in similar nature of work for at least –</p> <p>03 (Three) works each costing not less than ₹1 crores. OR</p> <p>02 (Two) works each costing not less than of ₹1.3 crores. OR</p> <p>01 (One) work of ₹2.1 crores</p> <p>during the last 05 (five) years with any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations.</p> <p>The successful completion certificate issued by client should contain date of start, date of completion, value on completion of work etc.</p> <p>Please Note: "The work orders issued by one company for its multiple locations shall be treated as a single work order".</p>	<p>Copy of Purchase Order / Work Order/MSA and</p> <p>Completion certificate or For ongoing projects, Self-declaration from the bidder citing the project status</p>
6.	The Bidder should have experience of providing Housekeeping services to any entity in MMR region during last 05 (five) years in India.	Copy of Purchase Order / Work Order/MSA
7.	The Bidder should have experience of providing minimum 50 nos. per site/year of Housekeeping staff to atleast 3 entities of any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations during last 05 (five) years in India. <i>(excluding existing engagements/resources deployed at StockHolding)</i>	Copy of Purchase Order / Work Order/MSA
8.	The Bidder Company should not have been blacklisted by any Government Department/ PSU or under a declaration of ineligibility during last 2 years in India for fraudulent or corrupt practices of inefficient/ ineffective performance.	Self-declaration on Bidders' Company Letter Head

9.	Bidder must have valid ISO 9001 certification for Quality Management since last 3 years	Copies of ISO 9001 Certification for Quality Management for last 3 years
10.	Bidder must have minimum manpower strength of 150 trained housekeeping staff on company payroll.	Bidder shall provide employees data sheet with qualifications of supervisors and trained staff.
11.	The Bidder should have registrations under EPF Act, ESI Act, 1948, Shops & Establishment Act or any other local laws applicable to them presently or in future. The Bidder shall be making proper compliances with the applicable Labor laws such as EPF 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 bidder in future. The Bidder should regularly submit all documents / Registers/ Challans in support of compliance with the Labor Laws to the Company.	Relevant Registration Documents to be submitted
12.	The Bidder or its holding company or its subsidiary company or its associate, should not be in competing business of StockHolding and its subsidiaries.	Self-declaration on Bidders' Company Letter Head
13.	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 housekeeping services contract with any entity, despite clearly stipulated conditions in the original tender or contract.	Self-declaration on Bidders' Company Letter Head
14.	The bidder must deploy skilled resources for plumbing and electrical work who hold a government-approved diploma or certification relevant to their respective trade. Additionally, the bidder should ensure that workers in other skilled categories, such as painting, polishing, carpentry, masonry, etc. possess the required experience for their respective roles.	Self-declaration on Bidders' Company Letter Head
15	Bidder to submit signed and stamped Integrity Pact as per Annexure – 5 and Undertaking cum Indemnity as per Annexure -11	Signed and Stamped Integrity pact and Undertaking cum Indemnity by authorized signatory of Bidder

Technical Criteria

A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the bid technically qualifies to the requirements set forth in the RFP.

Only bids that have cleared the Eligibility Criteria shall be evaluated for Technical Criteria. Bids received would be assigned scores based on the parameters defined in the table below:

Sr. No.	Criteria	Supporting Documentation	Technical Matrix	Score	Max Marks
A. Experience, Turnover & Resource Strength					
1	Turnover from relevant / similar services: The bidder should have an average annual turnover of at least ₹5 Crores during the financial year(s) viz. 2022-23, 2023-24 and 2024-25	A Certificate duly certified by the statutory auditor of the Bidder clearly mentioning the annual turnover of the bidder.	a) INR 5 Crores to INR 10 Crores: 10 Marks b) More than INR 10 Crores and less than INR 15 Crores: 12 Marks c) More than INR 15 Crores and less than INR 30 crores: 15 Marks d) More than INR 30 crores: 20 Marks		20 Marks
2	Relevant years of experience: The bidder should be a reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI	<ul style="list-style-type: none"> Copy of Work order and certificate of completion (if applicable) or Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirm "in-progress" status of 	a) 5 to 6 Years: 10 Marks b) More than 6 to and less than 8 Years: 12 Marks c) More than 8 to and less than 10 Years: 15 Marks d) More than 10 Years: 20 Marks		20 Marks

	sector / reputed private organizations in India as on RFP date	cited project		
3	Relevant Projects experience: The bidder should be a reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date	<ul style="list-style-type: none"> • Copy of Work order and certificate of completion (if applicable) or • Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirm "in-progress" status of cited project 	<ul style="list-style-type: none"> a) 1 - 3 qualifying projects: 10 Marks b) 4 - 5 qualifying projects: 12 Marks c) 6 - 7 qualifying projects: 15 Marks d) More than 7 qualifying projects: 20 Marks 	20 Marks
4	The Bidder should have experience of providing minimum 50 nos. per site/year of Housekeeping staff to atleast 3 entities of any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations during last 05 (five) years in India. <i>(excluding existing engagements/resources deployed at Stock Holding)</i>	<ul style="list-style-type: none"> • Copy of Work order and certificate of completion (if applicable) or • Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirm "in-progress" status of cited project 	<ul style="list-style-type: none"> a) 1 - 3 qualifying projects: 10 Marks b) 4 - 5 qualifying projects: 12 Marks c) 6 - 7 qualifying projects: 15 Marks d) More than 7 qualifying projects: 20 Marks 	20 Marks
5	Resource Strength: Bidder must have minimum manpower strength 150 trained housekeeping staff on company payroll.	Self-certification on the bidder's letterhead, including an employee data sheet and details of the qualifications of supervisors and trained staff, duly signed by the authorized signatory with the bidder's seal and stamp.	<ul style="list-style-type: none"> a) Between 150 and 200 resources: 10 Marks b) Between 201 and 300 resources: 12 Marks c) Between 301 and 400 resources: 15 Marks d) 401 or above resources: 20 Marks 	20 Marks

Total Score	100 Marks
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Note: A bidder would need to score minimum technical score of 50 marks to be considered for commercial bid opening process.

Commercial Evaluation Model

- a The bidder shall have to score at least 50 marks in Technical Score as per “Scoring Matrix” for being eligible for opening of commercial bid.
- a The lowest Cost quoted by the bidder will be selected as L1.

Award of Work:

- a The Commercial Bids of technically qualified bidders will be opened on the prescribed date.
- b Taxes shall be over and above the total cost proposed and shall be applicable as per Indian Tax Laws from time to time.
- c Penalty for unavailability of resources will be based on computed Onsite Rate/Day.
- d StockHolding will notify successful Bidder in writing (Email) that its proposal has been accepted. The Bidder should confirm via email to StockHolding within 7 days for acceptance of assignment with StockHolding.
- e The successful bidder will enter into a contract or Master Services Agreement (MSA) that outlines the terms and conditions specific to the delivery of the underlying service, following the issuance of the Letter of Intent (LOI) or Purchase Order (PO).

Submission of Bids

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.

- 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 Bid.

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.

The Commercial Bids, of only those bidders will be opened who score a minimum of 50 marks in Technical Evaluation.

The bidder who quotes lowest Grand Total in the Commercial Bid shall be declared as L1.

It is expected that the requirement may increase/decrease depending on the basis of the anticipated growth in business and deliverables.

REQUIREMENT

Stock Holding has established a high quality, well specified comprehensive intelligent facility for its multiple office premises in Mumbai and Navi Mumbai.

The Corporation expect the agency to take a "Single Point and Full Responsibility" for providing housekeeping services as described in the tender documents.

Scope of Work

The single point responsibility shall cover:

- a) **Daily Ground Maintenance** to keep good appearance, maintain clean / hygiene conditions of the property, car parking spaces, paving, roads, building interior/ exterior façade (at SHCIL House site only), external open campus (SHCIL House only) and provide specialized maintenance of the same.
- b) **Daily Periodical Cleaning** of all common areas, interior areas of office, DG set room, AHU/Electrical rooms within office areas, pantry areas, floors, walls, columns, furniture, pantry tables, litter bins, lifts, staircases, ramps, grills and coping of compound wall, stainless steel column cladding, building interior and exterior façade for SHCIL House premises only. So also, the basements, internal and external glass etc. The scope of work also includes cleaning of special architectural and decorative features, internal planters, toilets including wash areas, floors, ceiling, ceiling tiles, walls, cubical partitions, mirrors, light fittings, vertical / venation blinds, wooden flooring, sanitary wares, wash basin sanitary bins, soap dispensers etc. Stock Holding uses waterless urinals. All necessary consumables for these waterless urinals like replacement cartridges, sealants, cleaning agents, bio blocks etc. must be provided by the bidder.

The services shall also include cleaning of internal/external surfaces and (for SHCIL House only) of the building including open terrace, lift machine rooms, all service shafts, water tanks, paved areas, manholes, internal roads, trenches in the basements, DG Sets room, stainless steel stand / poles, Gymnasium, water body, open campus area (SHCIL House only) etc. The bidder shall also arrange for supply and replacements room of freshners, handwash, sanitizers, of as well as tissue rolls and napkins provided at all washrooms/sanitary cubicles etc. The expenses towards the consumables shall be factored in the submitted quotes. The bidder is expected to do a detailed survey of the facilities in question to ensure that supply sizing is done appropriately and there is no shortage of consumables at any point in time.

- c) **Daily Waste Management:**

Devise and implement waste management systems for removal of dry as well as wet waste from office / common areas/ other designated areas to central collection centre initially and final disposal outside the site as prescribed by the local statutory bodies like Pollution Control Board, BMC, MMRDA etc. Also, all waste management activities

to be carried out in compliance with the Solid Waste Management Rules 2026 notified by the Ministry of Environment, Forests and Climate change.

The bidder has to quote the rate towards disposal of dry as well as wet garbage as per the approved methodology/ provisions of the Municipal Corporation as per the frequency mentioned in the price bid.

Dry garbage – daily (or as required based on the site condition)

Wet garbage – daily

d) Operation of the Vermiculture Pit / Organic Waste Converter:

The bidder shall be responsible for segregating the wet waste and disposing the same as per the Guidelines of BMC/ MMRDA / MPCB/ Govt. of Maharashtra. The bidder will be required to dispose wet garbage in the vermiculture pit / OWC for which necessary labours will be provided by the bidder within the quoted rate(s). The bidder shall also be responsible for operation of the vermiculture pit / OWC (organic waste converter). No extra payment for disposal of dry and wet (either to approved disposal.

e) Daily Specialized activities:

The bidder shall look after all the basic day-to-day activities on all sites for requirement related to (a) plumbing, (b) general electrical work, basic (c) painting and polishing requirements, basic (d) carpentry requirements and basic (e) masonry requirements. Personnel deployed for these specialized activities should be “skilled” workers” (for plumbing/electrical work) with a Govt approved diploma/certification pertinent to their craft. Requisite experience to be there for the other category of Skilled workers like painting/polishing, carpentry, masonry work etc.

f) Quarterly Façade cleaning (SHCIL House): Complete façade of all buildings at the SHCIL House premised need to be cleaned on at least a quarterly basis. (Inclusive of Glass as well as Aluminium cladding).

Providing Supervisors and Co-Ordinator: -

The bidder has to provide the ‘co-ordinator’ to oversee the entire services and manpower management. The charges towards deployment of the said co-ordinator should be included in the service charges to be quoted in the price bid. Nothing extra would be paid by *Stock Holding* to the bidder towards the deployment of the Co-ordinator. The coordinator shall be the SPOC for all *Stock Holding* interactions. Supervisors shall also be deployed by the bidder to supervise the work being carried out. These supervisors in turn shall be answerable to the coordinator. Supervisors are expected to be at least 10+2 qualified with minimum 2 years’ experience in Housekeeping / facilities management activities.

Co-ordinator expected to be at least 10+2 qualified with minimum 3 years’ experience in Housekeeping / facilities management activities.

The bidder has to arrange for engaging his workers on Sundays / public holidays as required by the Corporation at odd hours, if so desired by taking into consideration the working hours

as stipulated in the appropriate act governing the said workmen being deployed. Overtime wages / compensatory off as detailed in the 'Terms and Conditions' will be paid / granted to the contract labour / workmen for working beyond the stipulated working hours (cumulative work hours per week basis). The option of granting compensatory off would be at the sole discretion of *Stock Holding*.

All the workmen being deployed should be the employees of the bidder only and they should be deployed by the bidder for the specific work at *Stock Holding* premises.

Details of resources and consumables

The bidder shall as part of the bid documents make available the following details:

- (1) Indicative counts of resources that they intend to make available at each site. This should commensurate with the areas being supported.

- (2) Details of make/model/brands of all the consumables that will be used by the agency. Only non-corrosive and industry standard material with necessary quality certifications should be used. Bidders may note that all required consumables are to be provided by the agency. Bidders are expected to do a detailed site visit and appraise themselves of the quantity of consumables required at all offices. No Claim and consideration for consumables will be added by the bidder. The bidder also needs to maintain stock of all consumables for up to fifteen (15) days) at any point of time. Any shortage in required consumables during the contract period will be viewed as gross noncompliance.

AREA DETAILS OF THE PROPERTIES

The bidder is required to provide services in any other premises of Stock Holding, i.e. residential / other office premises in and around Mumbai (Navi Mumbai, Thane, etc.) as directed from time to time.

Locations:

- a. Mahape SHCIL House Office area: Approx 2,20,000 sq ft
 - a. Basements
 - b. Admin Building: atriums (2), ground floor and 2 upper floors
 - c. Training Center: ground floor and 2 upper floors (Manpower during Late evenings and Sundays and Holidays for Trainings in the Centre as and when conducted to be supported by the agency)
 - d. Multipurpose Hall: ground floor and adjoining support areas
 - e. DG Room: ground floor
 - f. Electrical / Pump rooms etc: ground floors
 - g. 3rd building: Office Area + Warehouse - ground floor and 2 upper floors
 - h. All balcony and terrace areas

- b. Mahape SHCIL House: Open Campus area- 1,25,000 sq ft
- c. Center Point, Parel: Approx. 13,150 sq ft (Office area) Drivers room (Gr Floor –approx. area (13 x 16 sq ft) approx. area 225 sq ft.

- d. Fort Office - Fort, Mumbai: Approx. 7000 sq ft (Office area)
- e. Mumbai Branches (list attached): Approx. 9800 sq. ft across 18 branches.
- f. Corporation Flats at Sion (Karmashetra): 7688 Sq. Ft. (961 Sq. ft. x 8 Nos.) (residential area)
- g. Chembur Tilaknagar Building and garden: - 9216 Sq. Ft. (512 Sq. x 18 Nos.)
- h. All internal and external facades

Indicative Minimum Manpower

Site	General Staff	Skilled staff	Supervisory staff
Centre point	5 (1 Female + 4 Male)	1 (Electrician)	0
Tilaknagar-Chembur	1 (Male)	0	0
Fort Branch	2 (Male)	0	0
Karma Kshetra-Sion	1 (Male)	0	0
SHCIL House	29 (4 Female + 25 Male)	5 (Electrician (1), Plumber (1), Carpenter (1), Painter (1), Mason (1) each)	Manager- 1- Supervisors-2 to 3 approx
18 Branches	6 (Part time to 2 Hrs per branch)		
Total Manpower	44	6	3

Activity Details: -

(e)	Office/Residential Areas:
(i)	The general office cleaning including toilets has to be completed half an hour before the start of office hours and two hours after closure of office hours (for Mahape, Centre Point and Fort premises) and for other location during working hours preferably by noon. However, office area, lobby areas, lift areas, stair cases, toilets, reception/ entrance area etc. (i.e. entire sites) will have to be kept sparkling clean at all the time and at any call from StockHolding concerned officials. However, on Saturday, Sunday and holidays, work can be carried out on full day basis in consultation with StockHolding official.
(ii)	General cleaning of office rooms and hall including partitions, lobby area, lift area, toilets, reception, entrance etc. All areas should be sparkling clean and dry at all the times. <u>Frequency</u> : 2 times a day (for Mahape, Centre Point and Fort premises).
(iii)	Removal of waste paper and garbage (final waste/ garbage will have to be disposed off according to the instructions: <u>Frequency</u> : Daily after office hours.

(iv)	Vacuuming/ brushing of all carpeted area on all the floors. <u>Frequency:</u> Vacuuming/ brushing of all carpeted areas daily before/ after office hours. Shampoo/ dry-cleaning treatment to be given on need basis and at least once in a month.
(v)	Dusting/ cleaning of all furniture, wet & drying/ mopping with cleansing agent. The cleaning agents to be used are such which are presently in use in similar industry and exclusive posh offices & multinational companies, as specified. <u>Frequency:</u> Window and door sponging from inside/ outside with proper cleaning of frames/ pictures on walls, cleaning of blinds, minimum once a week.
(vi)	<u>Room-fresheners:</u> <u>Frequency:</u> To be sprayed daily before 9 AM and during lunch hours.
(vii)	Cleaning & dusting of computer/ terminals/ telephone/ fax/ telex machines/ photocopying machines and all sophisticated electronic equipment. <u>Frequency:</u> Daily before and after office hours. Special cleaning agents to be used for sophisticated equipment without any damage/ leakage of liquids etc. to the instruments (only computers and monitors to be cleaned in the presence of the users).
(viii)	Stocking of toiletries such as tissue rolls, tissue napkins, liquid soaps, naphthalene balls, urinal cubes, odonil etc. Cleaning/ scrubbing of toilets/ WCs/ urinal stands/ wash basins/mirrors etc. of all the toilets. <u>Frequency:</u> Daily in the morning and afternoon and on call basis.
(ix)	Providing towels to all the Sr. Executives and above and for others as per requirement (Samples to be approved) <u>Frequency:</u> Towels to be changed/ replaced daily in the morning. No extra charge for cleaning/ washing/ replacement shall be paid.
(x)	Cleaning/dusting of planter's paintings/ posters/ notice boards/ name plates etc. <u>Frequency:</u> Daily without disturbing the décor/ finishing of the paintings/ pictures. Cleaning agents accordingly be selected for use.
(xi)	Thorough cleaning/ washing of entire floor area from basement to terrace/ roof tops using special chemicals for granite/ marble/ other flooring and absolute drying/ mopping thereafter. <u>Frequency:</u> Once in a week during holidays as may be specified
(xii)	Cleaning of light fittings/ fans/ tube lights and such other fittings/ false ceiling etc. including electronic items using special cleansing agents. <u>Frequency:</u> Once in a week and on need basis.
(xiii)	Thorough vacuum cleaning of chairs/ sofas/ filing cabinets/ cupboards etc. <u>Frequency:</u> Once in a week.

(xiv)	Removal of cobwebs. <u>Frequency</u> : As a routine exercise daily.
(xv)	Glass/ windows/ doors sponging. <u>Frequency</u> : Once in a week or early as per requirement.
(xvi)	Shampooing/ Dry-cleaning of carpets, sofas, chairs, blinds, etc. <u>Frequency</u> : As per requirements. At least once in a month.
(xvii)	Wax polishing of all floor area. <u>Frequency</u> : Bi-monthly.
(xviii)	Services of plumber for repair/maintenance of sanitary and plumbing works of toilets. <u>Frequency</u> : Daily, complaints/repairs/maintenance to be attended without any delay.
(xix)	All common area should be dusted and mopped at frequent intervals to remain sparklingly clean.
(xx)	Cleansing agents such as cleanzo, phenyl or other non-toxic, ecofriendly and non-corrosive agents with pleasant fragrance to be used and to be compliant with safety norms.
(xxi)	Sanitization and fumigation in entire StockHolding Office premises and Car Parking Areas. <u>Frequency</u> : As per requirements. At least once fortnightly.
(xxii)	Cleaning of water tanks etc. <u>Frequency</u> : As per requirements. At least once in a three month.

Cleaning Machines/Equipment: Appropriate number of machines/ equipment to be stationed permanently at site as per requirements. List of some of the machines as follows:

S. No	Description of Equipment	Make	Qty.	Remarks
(i)	Industrial Vacuum Cleaners	As per Industry Standard	As required	Carpet, Furniture, blinds etc.
(ii)	Wet & Dry Vacuum Cleaners	-do-	Do	Carpet & Chair Shampooing
(iii)	Single Disc Scrubbing Machine SDTROOPER or similar	-do-	Do	Hard floor area (marble, granite etc.)
(iv)	High Pressure Jet	-do-	Do	Deeping cleaning of hard surfaces
(v)	Walk Behind Scrubber Drier	-do-	Do	Hard floor
(vi)	Walk Behind	-do-	Do	Electric & Battery
(vii)	Carpet Cleaning Machine	-do-	Do	
(viii)	Carpet Blower	-do-	Do	
(ix)	Signage's & Caddie Baskets	-do-	Do	
(x)	Vice Versa	-do-	Do	
(xi)	Pre-Wet System	-do-	Do	
(xii)	Dorsilano Backpack Vacuum or similar	-do-	Do	
(xiii)	Laundry /Washing Machine	-do-	Do	
(xiv)	Ergo Disc+Dry Foam Generator or similar	-do-	Do	
(xv)	Washroom Foam Cleaning & Sterlisation Machine	-do-	Do	
(xvi)	Wega Trolley or similar	-do-	Do	
(xvii)	Manual Flipper	-do-	Do	
(xviii)	Steam Cleaner	-do-	Do	Deep cleaning & sanitationof toilet area
(xx)	AluminumLadder-8 ft., for cleaning	-do-	Do	
(xix)	Any other machine as per site requirement to be provided		Do	

Precaution to be taken as under

(i)	The floors to be washed by floor scrubbing machines and to be polished appropriately. The floors with ceramic tiles/ granite or marble to be polished in such a way that risk of people slipping over polished surfaces, is totally eliminated. Liquid/ wax polish usage shall not be permitted.
(ii)	No acidic cleansing agents on marble/ granite/ ceramic tiles/ synthetic tiled surface to be used to avoid discoloration or permanent bleaching or pitting.
(iii)	<ul style="list-style-type: none"> - No wire brushed or coarse-grained grinding bits to be used to avoid permanent scratches appearing on the floor surfaces. - For cleaning/ maintenance of glass and laminated surfaces, suitable cleansing agents to be used. No coarse or a synthetic non-absorbent cloth to be used. - All surfaces and structures made out of natural wood with soft cloth and a thin layer of silicon polish to be applied to preserve the natural lustre. - Both the canteens & toilets disinfecting treatment to be daily done before office hours. - Carpet and upholstery to be shampooed by using good quality cleaning chemical. - Wherever possible Aluminum Tower ladder, Telescopic ladder to be used for cleaning of glass panes from inside and outside up to 3rd floor (to be arranged by Contractor at his risk and cost). - Single disk machines and polishing machines, automatic scrubber-driers, cleaning agents, vacuum sweepers, carpet cleaning machines, steam vacuum/ wet and dry vacuum cleaners to be used whenever required at Contractor's risks.
(iv)	<ul style="list-style-type: none"> - The housekeeping staff have to be in a smart uniform supported by identity cards and name badges during duty hours. - Weekly report of the works carried out shall be submitted to the concerned StockHolding official.

Area under stone polishing and maintenance

(i)	Maintenance & Polishing of Marble flooring: Daily) (Polishing Once in a week)
(ii)	Maintenance & Polishing of marble of lift lobby floors (SHCIL House) (Polishing Once in a week)

The bidder shall also provide Housekeeping and Campus Maintenance services for such places which are not covered herein but may be owned or taken on lease by StockHolding in future during the tenure of the Contract. However, for such places which are not covered herein, the bidder shall be eligible to claim re-imburement of the expenses incurred by him towards providing his services by producing original bills/invoices before StockHolding on quarterly basis.

The bidder shall be responsible for maintenance of StockHolding premises, Car Parking Garden/areas, offices etc. as per requirement.

Surroundings / Campus:	Entire Surroundings
Daily cleaning of entire surroundings area of SHCIL Mahape, Entry/Exit area, Gardens, staircase, fountains etc. should be cleaned to remain sparklingly. All roads inside the SHCIL House campus are included in the scope of Housekeeping work. Washing of tiles flooring etc. at least once in a week.	
For sites other than SHCIL House there is no campus to be maintained however approach areas, lobbies are included in the scope.	

Internal/External Façade cleaning: SHCIL House site	Entire Area
Quarterly cleaning of the complete internal/external façade (glass as well as aluminium Cladding). All consumables as well as tools and equipment for the same to be provided by the agency.	

Service Performance Standards:

The Service Provider shall ensure the following "State of Cleanliness" benchmarks are met:

Service Category	Performance Requirement (The Outcome)	Target Level
Floor Maintenance	Floors must be free of dust, grit, litter, and spots. No "wet floor" residue after 9:40 AM.	98% Spotless Fortnight deep clean
Restroom Hygiene	Zero persistent odour; fixtures must be free of scaling. Disinfectant levels maintained.	100% Compliance. Daily at least 3 rounds of cleaning. Weekly deep clean
Waste Management	Internal bins must never exceed 75% capacity. Waste segregated into Wet/Dry/E-waste.	Daily Clearance
Glass & Metal	Cabin partitions and handles must be free of smudges, streaks, and fingerprints.	Weekly Deep Clean
Emergency Response	Clean up of accidental spills or breakage in high-traffic zones.	Within 15 Minutes
Pantry Area	Floors and tables to be kept clean at all times. No food residue after lunch/snacks hours	Within 1 hr after lunch/snacks hours. Weekly deep clean.
Campus Maintenance	Front area of the campus which is accessed every morning by employees to enter office area Remaining campus	Daily Clearance before 9am By 10:30am

Key Performance Indicators (KPIs) & Rectification:

StockHolding shall monitor the service through random "Outcome Audits." Failure to meet the standards will trigger the following rectification timelines:

1. **Critical Lapses (Restroom hygiene, safety hazards):** Must be rectified within **30 minutes** of notification to the Supervisor.
2. **Major Lapses (Dusty workstations, overflowing bins, Campus front area):** Must be rectified within **2 hours** of notification.
3. **General Lapses (Streaked glass, dull flooring, General Campus):** Must be rectified within **4 hours**.

In the event of consistent failure to meet the outcomes defined in Service Performance Standards, the Service Provider agrees to the following Penalty (deductions from the monthly service payable) as a result of the diminished value of the service provided:

- **Repeat Deficiency:** If a specific area (e.g., Washroom hygiene) is marked "Unsatisfactory" for 3 consecutive days: **1% deduction** of the monthly bill for every 3 consecutive days.
- **Statutory/Safety Breach:** Failure to provide required safety signage or use of unapproved hazardous chemicals: **2% deduction** per incident from monthly bill.
- **Critical Deficiency:** Complete failure of Service Performance Standards in any of the Service Categories outlined as an outcome of consumable Stock-Out or any other reason: **2% deduction** per incident of the monthly bill.

Contract Duration

- 1) 02 (Two) years from the date of work order.
- 2) StockHolding may choose to extend the contract period for another 1 year with the successful bidder.

Other Terms and Conditions

1. Liability

Loss or damage to any material / property / equipment due to negligence of bidder's personnel shall be recoverable / made good by him at his own cost. StockHolding reserves the right to deduct the amount from the bills.

The bidder shall be responsible for and pay the expenses for providing medical treatment / compensation to their personnel 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 premises of StockHolding. StockHolding will not in any case be responsible to entertain any claim thereto.

2. Payment

- a. The bidder will submit the consolidated monthly invoices for payments.
- b. All bills should be submitted on printed GST compliant invoices and duly signed.
- c. No advance will be made under any circumstances.

- d. The payment will be made against invoices duly verified, stamped and signed by the user department of StockHolding.

3. Taxes & levies:

- a. Applicable TDS will be deducted (recovered) from the payment(s).
- b. Taxes/GST as applicable
- c. Applicable Penalty/Penalties may be recovered from payment.
- 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.

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 60 days beyond the contract period.
- b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 30 days after selection of successful bidder.

Performance Bank Guarantee (PBG)

Successful Bidder shall, at own expense, deposit with StockHolding, within fifteen (15) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% of the Contract Value including GST from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period and claim period shall be valid 12 months beyond the expiry of BG. No payment will be due to the successful bidder based on performance, until the BG is submitted. A penalty of ₹ 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.

StockHolding reserves the right to invoke the BG in the event of non-performance by the successful bidder.

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 endeavour 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

All disputes relating to this contract between the bidder and StockHolding shall be resolved through mutual discussion and if the dispute is not amicably settled, the same shall be referred for arbitration under the provisions of the Indian Arbitration and Conciliation Act 1996 by mutually appointing one Arbitrator and the arbitration proceeding shall be held in Mumbai in English / local language. Subject to the same, the court or competent jurisdiction situated within the limits of Mumbai respectively.

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 successful 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 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 bidder/ vendor 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) (as per Annexure-10), which contains all the services and terms and conditions of the services to be extended as detailed herein.

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

StockHolding reserves the right to terminate the contract at any time during the contract period by giving 90 (Ninety) days' notice in writing to the bidder at their last known place of business. StockHolding's decision under this clause shall be final, conclusive and binding on the bidder and shall not be called in question.

In the event of the selected bidder having been adjudged insolvent or goes into liquidation or winding up of their business or failing to observe any of the provisions of the contract or any of the terms and conditions governing the contract, StockHolding shall be at liberty to terminate the contract immediately forthwith without prejudice to any other rights or remedies under the contract and to get the work done for unexpired period of the contract at risk and cost of the selected bidder and to claim from the selected bidder any resultant loss sustained or cost incurred.

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.

Option Clause

StockHolding reserves the right to extend the contract period and/or increase the ordered quantum of goods/services up to 25 percent at any time till the completion date of the contract, by giving reasonable notice and reasonable extension in delivery period for increased quantum, even though the quantum ordered initially has been delivered in full before the completion period of contract.

**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 Punjab State)			
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 Housekeeping 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	Certificate of Registration No./Date of Registration	To be Uploaded		
11	Certificate of registration under Shops & Establishments Act	To be Uploaded		
12	Details of infrastructure, number of offices/branches	To be Uploaded		
13	Total number of employees at present			

RFP for Appointment of Vendor for availing Housekeeping Services at StockHolding offices



14	Copy of Latest Annual E-return along with Challan form in r/o ESIC & EPF payment for its employees	To be Uploaded
15	ESIC Registration with date	To be Uploaded
16	EPF Registration with date	To be Uploaded
17	Professional Tax Registration	To be Uploaded
18	License by competent authorities including the Labor Commissioner	To be Uploaded
19	Labour Welfare Fund Registration	To be Uploaded
20	Indicate, if involved in any arbitration at present or in the past and mention present status.	Yes/No
21	Any civil or criminal suit(s) arisen in the contract of works executed during last 3 years if yes, please give brief description.	Yes/No

Details of similar contracts received from Banks & Financial Services, Reputed Private Organization, Public Sector Units, Government of India organizations etc.

Sr. No.	Nature of the work executed with	Name and Contact Details of Contact Person (for reference)	Value of the contract	Period of the contract	Upload Experience Certificates of Previous Clients
1					
2					
3					
4					
5					
6					
7					
8					

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

Dated this..... Day of 2026

(Signature)
(In the capacity of)

ANNEXURE - 2 – Eligibility Criteria

Sr. No.	Eligibility Criteria	Documents to be submitted (Duly attested)
1.	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of Incorporation issued by the Registrar of Companies
2.	The bidder must be reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date	Copy of Purchase Order / Work Order/MSA
3.	The bidder must have a minimum average annual turnover of ₹5 Crores during the financial year(s) 2022-23, 2023-24 and 2024-25 from relevant / similar services.	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant for preceding three years.
4.	Bidder should have Positive Net worth (minimum ₹ 1.3 crores) for each of the last 03 (three) audited financial years viz. 2022- 23, 2023-24 and 2024-25	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant specifying network.
5.	<p>Bidder should have experience in similar nature of work for at least –</p> <p>03 (Three) works each costing not less than ₹1 crores. OR</p> <p>02 (Two) works each costing not less than of ₹1.3 crores. OR</p> <p>01 (One) work of ₹2.1 crores</p> <p>during the last 05 (five) years with any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations.</p> <p>The successful completion certificate issued by client should contain date of start, date of completion, value on completion of work etc.</p> <p>Please Note: "The work orders issued by one company for its multiple locations shall be treated as a single work order".</p>	<p>Copy of Purchase Order / Work Order/MSA</p> <p>and</p> <p>Completion certificate or For ongoing projects, Self-declaration from the bidder citing the project status</p>
6.	The Bidder should have experience of providing Housekeeping services to any entity in MMR region during last 05 (five) years in India.	Copy of Purchase Order / Work Order/MSA
7.	The Bidder should have experience of providing minimum 50 nos. per site/year of Housekeeping staff to atleast 3 entities of any Central Government Authorities	Copy of Purchase Order / Work Order/MSA

	/ Public Sector Undertakings / State Government / BFSI sector / reputed private organizations during last 05 (five) years in India. <i>(excluding existing engagements/resources deployed at StockHolding)</i>	
8.	The Bidder Company should not have been blacklisted by any Government Department/ PSU or under a declaration of ineligibility during last 2 years in India for fraudulent or corrupt practices of inefficient/ ineffective performance.	Self-declaration on Bidders' Company Letter Head
9.	Bidder must have valid ISO 9001 certification for Quality Management since last 3 years	Copies of ISO 9001 Certification for Quality Management for last 3 years
10.	Bidder must have minimum manpower strength of 150 trained housekeeping staff on company payroll.	Bidder shall provide employees data sheet with qualifications of supervisors and trained staff.
11.	The Bidder should have registrations under EPF Act, ESI Act, 1948, Shops & Establishment Act or any other local laws applicable to them presently or in future. The Bidder shall be making proper compliances with the applicable Labor laws such as EPF 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 bidder in future. The Bidder should regularly submit all documents / Registers/ Challans in support of compliance with the Labor Laws to the Company.	Relevant Registration Documents to be submitted
12.	The Bidder or its holding company or its subsidiary company or its associate, should not be in competing business of StockHolding and its subsidiaries.	Self-declaration on Bidders' Company Letter Head
13.	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 housekeeping services contract with any entity, despite clearly stipulated conditions in the original tender or contract.	Self-declaration on Bidders' Company Letter Head
14.	The bidder must deploy skilled resources for plumbing and electrical work who hold a government-approved diploma or certification relevant to their respective trade. Additionally, the bidder should ensure that workers in other skilled categories, such as painting, polishing, carpentry, masonry, etc. possess the required	Self-declaration on Bidders' Company Letter Head

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	experience for their respective roles.	
15	Bidder to submit signed and stamped Integrity Pact as per Annexure – 5 and Undertaking cum Indemnity as per Annexure -11	Signed and Stamped Integrity pact and Undertaking cum Indemnity by authorized signatory of Bidder

Note:

- a. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- b. 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

Sr. No.	Criteria	Supporting Documentation	Technical Matrix	Score	Max Marks
A. Experience, Turnover & Resource Strength					
1	Turnover from relevant / similar services: The bidder should have an average annual turnover of at least ₹5 Crores during the financial year(s) viz. 2022-23, 2023-24 and 2024-25	A Certificate duly certified by the statutory auditor of the Bidder clearly mentioning the annual turnover of the bidder.	a) INR 5 Crores to INR 10 Crores: 10 Marks b) More than INR 10 Crores and less than INR 15 Crores: 12 Marks c) More than INR 15 Crores and less than INR 30 crores: 15 Marks d) More than INR 30 crores: 20 Marks		20 Marks
2	Relevant years of experience: The bidder should be a reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on RFP date	<ul style="list-style-type: none"> • Copy of Work order and certificate of completion (if applicable) or • Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirm "in-progress" status of cited project 	a) 5 to 6 Years: 10 Marks b) More than 6 to and less than 8 Years: 12 Marks c) More than 8 to and less than 10 Years: 15 Marks d) More than 10 Years: 20 Marks		20 Marks
3	Relevant Projects experience: The bidder should be a reputed and an established entity in the business of providing Housekeeping services with a minimum 05 years' experience to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations in India as on	<ul style="list-style-type: none"> • Copy of Work order and certificate of completion (if applicable) or • Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirm "in-progress" status of cited project 	a) 1 – 3 qualifying projects: 10 Marks b) 4 – 5 qualifying projects: 12 Marks c) 6 - 7 qualifying projects: 15 Marks d) More than 7 qualifying projects: 20 Marks		20 Marks

	RFP date			
4	The Bidder should have experience of providing minimum 50 nos. per site/year of Housekeeping staff to atleast 3 entities of any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector / reputed private organizations during last 05 (five) years in India. <i>(excluding existing engagements/resources deployed at StockHolding)</i>	<ul style="list-style-type: none"> • Copy of Work order and certificate of completion (if applicable) or • Copy of work order / LOI & self- certificate attested by the authorized signatory of the bidder confirm “in-progress” status of cited project 	<ul style="list-style-type: none"> a) 1 - 3 qualifying projects: 10 Marks b) 4 - 5 qualifying projects: 12 Marks c) 6 - 7 qualifying projects: 15 Marks d) More than 7 qualifying projects: 20 Marks 	20 Marks
5	Resource Strength: Bidder must have minimum manpower strength 150 trained housekeeping staff on company payroll.	Self-certification on the bidder’s letterhead, including an employee data sheet and details of the qualifications of supervisors and trained staff, duly signed by the authorized signatory with the bidder’s seal and stamp.	<ul style="list-style-type: none"> a) Between 150 and 200 resources: 10 Marks b) Between 201 and 300 resources: 12 Marks c) Between 301 and 400 resources: 15 Marks d) 401 or above resources: 20 Marks 	20 Marks
Total Score				100 Marks

Note: A bidder would need to score minimum technical score of 50 marks to be considered for commercial bid opening process.

ANNEXURE - 4 - Commercial Price Bid Format

Rates for Housekeeping Services at StockHolding Offices-

#	Item	Amount (₹)
1	Navi Mumbai Mahape - SHCIL House Office Area	
2	Navi Mumbai Mahape - SHCIL House Open Campus Area	
3	Mumbai Parel - Centre Point, Parel	
4	Mumbai Fort Office	
5	Mumbai Suburban Branches	
6	Mumbai Sion - Karma Kshetra Flats	
7	Mumbai Chembur - Tilaknagar	
Total Cost for 1 Year (₹) [A]		
Total Cost for 2 Years (₹) [B = A * 2]		
GST (₹)		
Grand Total with GST (₹)		

Note:

- a) Taxes extra, as applicable.
- b) The lowest bidder in Commercial bid will be based on the Grand Total including GST. Price to be quoted is for contract period of 02 (two) years including GST while uploading financial bids on GeM portal.
- c) StockHolding may choose to extend the contract period for another 1 year based on satisfactory performance from the successful bidder.

Optional Cost Component-

#	Description	Rate per month (₹)
1	Housekeeping Staff	

Note: The above cost component must be submitted by the bidder but will not be considered for evaluation purpose. Housekeeping staff will be deployed at any location listed in Annexure-9 as needed.

ANNEXURE - 5 – 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.

V. 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.

**RFP for Appointment of Vendor for availing Housekeeping
Services at StockHolding offices**



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)

ANNEXURE - 6 - Covering Letter on bidder's Letterhead of Integrity Pact

To,

Sub: RFP REF NO: CPCM-29/2025-26 dated 27-Feb-2026 for RFP for Appointment of Vendor for availing Housekeeping Services at StockHolding offices

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 Stock Holding Corporation of India Limited
(Authorized Signatory)

**ANNEXURE – 7 – Compliance Statement
(To be submitted on Company Letter Head)**

Sub: RFP REF NO: CPCM-29/2025-26 dated 27-Feb-2026 for RFP for Appointment of Vendor for availing Housekeeping Services at StockHolding offices

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	Non-Disclosure Agreement		
5	Payment Terms		
6	Bid Validity		
7	Integrity Pact		
8	All General & Other Terms & Conditions in the RFP		
9	Requirement		

(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 – 8 – 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 – 9 – Branch/Office Details

Sr. No.	LOCATION	ADDRESS
1	MUMBAI (Andheri)	SHOP No.4 , PARISIAN APARTMENT, V.P ROAD , NEXT TO ZOROASTRIAN CO-OP BANK, OFF S.V.ROAD, ANDHERI (WEST), MUMBAI - 400 058
2	MUMBAI (Borivali)	SHOP NO.3, TULSI BAUG CHSL, MAYFAIR 14, BEHIND PRABHODHANKAR THACKERAY NAATYA MANDIR BORIVALI (W), MUMBAI - 400 092
3	MUMBAI (Chembur)	RAMESH NIWAS, Ist FLOOR, ROAD NO. 20 OPP CORAL CLASSIC BLDG, OPP LANE OF SBI, NEAR AMBEDKAR UDYAAN CHEMBUR EAST, MUMBAI - 400 071
4	MUMBAI (Dadar)	ROOM NO. 2, GROUND FLOOR, TRISANDHYA CNS, B WING, DADASAHEB FALKE ROAD, DADAR EAST, MUMBAI 400 014
5	MUMBAI (Dombivali)	SWANAND BUILDING, Ist FLOOR, OPPOSITE ABHINAV SAHAKARI BANK RAJAJI PATH ROAD, RAMNAGAR, DOMBIVLI (EAST) - 421201
6	MUMBAI (Ghatkopar)	VISHWA CHS, GR. FLOOR, JUNCTION OF RB MEHTA ROAD & HINGWALA LANE, GHATKOPAR (EAST), MUMBAI - 400 077
7	MUMBAI (Goregaon)	G-2, UNIQUE TOWERS, OPP. KAMATH CLUB, S V ROAD, GOREGAON (WEST), MUMBAI - 400 062
8	MUMBAI (Kalyan)	SHOP NO 1, GAYATRI SANKUL OAK BAUG, NEAR KALYAN RAILWAY STATION KALYAN WEST, MUMBAI- 421 301
9	MUMBAI (Kharghar)	SHOP NO 3, GROUND FLOOR,SHREE AMBICA HERITAGE PLOT NO 1,SECTOR 1, NEAR LIC OFFICE KHARGHAR NAVI MUMBAI 410210
10	MUMBAI (Mahalaxmi)	ORBIT HEIGHTS, GROUND FLOOR SHOP NO. 5, C WING , JAVJI DADAJI MARG GRANT ROAD MUMBAI - 400 007
11	MUMBAI (Mulund)	SHOP NO.11, GROUND FLOOR, MANISHA PRIDE, JUNCTION OF J. N. ROAD AND R.H.B. ROAD, MULUND WEST, MUMBAI - 400 080

RFP for Appointment of Vendor for availing Housekeeping Services at StockHolding offices



12	MUMBAI (Nariman Point)	RAHEJA CHAMBERS, OFFICE NO. 15, GROUND FLOOR, FREE PRESS JOURNAL MARG, NARIMAN POINT, MUMBAI - 400 021
13	MUMBAI (Parel Branch)	SHOP NO. 4, TIRUPATI HOUSING CHS, DR S.S RAO ROAD, LALBAUGH OPP. INCOME TAX OFFICE, LALBAUGH, PAREL-400012
14	MUMBAI (Thane)	SHOP NO. 8 & 9, GROUND FLOOR, PRIDE ENCLAVE APOLLO SOCIETY, VISHNU NAGAR NEXT TO THANE BHARAT SAHAKARI BANK, NAUPADA, THANE WEST – 400 602
15	MUMBAI (Vasai)	SHOP NO-113, FIRST FLOOR, NORTH LANE BUSINESS CENTRE, NEXT TO RAILWAY STATION, VARTAK COLLEGE ROAD, VASAI WEST - 401202
16	MUMBAI (Vashi)	SHREE GANESH CHS LTD. SHOP NO. 18 PLOT NO. 19, SECTOR 1 VASHI, NAVI MUMBAI - 400 703
17	MUMBAI (Vikhroli)	25 HAZARI BAUG, GROUND FLOOR, STATION ROAD, VIKHROLI WEST, MUMBAI - 400 083
18	MUMBAI (Vileparle)	104, SHYAM KAMAL, A - WING, 1ST FLOOR, OPP. VILE PARLE STATION, VILE PARLE (EAST), MUMBAI - 400 057
19	MUMBAI (Fort)	12/14, UTI BUILDING, BANK STREET, CROSS LANE, NEAR OLD CUSTOM HOUSE, FORT, MUMBAI - 400 023
20	Mahape	SHCIL House, Plot no. P-51, T.T.C Industrial Area, MIDC, Mahape, Navi Mumbai- 400 710
	Mahape - Auditorium	
	Mahape - Training Centre	
	Mahape-Third Building	
21	Centre Point, Parel	301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai
22	SION - MATUNGA (E)	FLAT NO - 21,23, 37, 47, 163,165, 167, 177 C - I & II, KARMAKSHETRA, SEVA SAMITI NAGAR, SION - MATUNGA (E), MUMBAI - 400 037.

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23	CHEMBUR	BUILDING NO 166, TILAK NAGAR, CHEMBUR - 400 089.
24	COLABA	FLAT AT 34, 3RD FLOOR, PERSEPOLIS, CUFFE PARADE - COLABA

Note: All bidders are advised to visit the sites listed and get acquainted with the site as well as the scope of work. All clarifications may please be documented and sought in the pre-bid meeting. Please note that no changes will be entertained once the bid process is over. For any change in locations of the branch, bidder will be informed accordingly.

ANNEXURE – 10 – 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.

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Services at StockHolding offices**



For Stock Holding Corporation of India Limited	For Company Name
Name:	Name:
Title:	Title:
In the Presence of	
Name:	Name:
Title:	Title:

ANNEXURE – 11 – Undertaking cum Indemnity

xx-xxx-2026

To,
Stock Holding Corporation of India Ltd.

Dear Sir/Madam,

We , M/s _____, represented through our authorised representative
Mr./Ms. _____, having our registered office at _____, do
hereby solemnly undertake as follows:

- 1) That we shall comply with and abide by all labour related and other compliances/rules and regulations required by Stock Holding Corporation of India Limited (“StockHolding”) at all times.
- 2) That we shall ensure adherence to all instructions, compliances, directions and audit requirements issued by StockHolding time to time.
- 3) That non-compliance of any requirement, rules and regulations as mentioned above may lead to any action deemed appropriate by StockHolding including invocation of bank guarantee & penalty.
- 4) That in consideration of the above, I Mr./Ms. _____ on behalf of M/s _____, do hereby undertake that I (including my executors, administrators and assigns) shall at all times indemnify, defend and hold harmless StockHolding, its respective directors, officers, representatives, employees and agents (collectively known as indemnified persons) from and against any and all losses, damages, claims, fines, fees, penalties, interest obligations, deficiencies, and expenses (including amounts paid in settlement, interest, court costs, out-of-pocket fees and expenses of investigators, attorneys, accountants, financial advisors and other experts, and other out-of-pocket expenses of litigation) suffered or incurred by the Indemnified Persons, as a result of, arising from, or in connection with or relating to (a) any matter inconsistent with, or any

breach or inaccuracy of any representation, warranty, covenant (b) failure to perform (whether in whole or part) any obligation required to be performed by me pursuant to this indemnity or (c) any claims or demands raised or made, or proceedings initiated, by any third party against StockHolding in relation to the subject matter of this indemnity bond.

- 5) That this indemnity bond shall be subject to the exclusive jurisdiction of the courts of Mumbai only.
- 6) I hereby declare that I have not intentionally or deliberately evaded or concealed any relevant information from StockHolding.
- 7) I hereby state that M/sis liable for any action by StockHolding in case of any of the covenants mentioned above holds to be untrue.
- 8) I solemnly affirm that the statements made herein above are correct and true to the best of my knowledge and belief.

Date: this _____ day of _____ 2026.

Signature _____

Witnesses

1

Signature _____

2.

Signature _____

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Solemnly affirmed by the said Shri _____

Before me on _____.

Date : _____

Place : _____

Signature of judge of Magistrate
or oath commissioner of Notary
Public or Justice of peace.

Official seal of the officer

:

Before whom the affidavit :

:

Is executed :

:
