

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



**Stock Holding Corporation of India Limited
(Stock Holding)**



RFP Reference Number: IT-02/2023-24

Date: 13.Sep.2023

Request for Proposal for Annual Maintenance Contract (AMC)

And

**Facility Management Services (FMS) for Non-IT Equipment (Data Center
equipment) at Stock Holding Data Centre**

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.

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



RFP Document Details

Name of Organisation	Stock Holding Corporation of India Limited
RFP Reference No.	IT-02/2023-24
Requirement	Appointment of Vendor for Annual Maintenance Contract (AMC) & Facility Management Services (FMS) for Non-IT Equipment at StockHolding Data Centre, Mahape
Interest free Earnest Money Deposit (EMD)	Rs.2,00,000/- (Indian Rupees Two 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/or before 05-Oct-2023 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.
Tender Fee (Non-refundable)	Rs. 5,000/- (Indian Rupees Five Thousand only)) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Tender Fee should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 05-Oct-2023 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.
Date of issue of RFP document	13-Sep-2023
Pre-bid online meeting	Pre-bid meeting (Online) at 21-Sep-2023@15:00 Hrs. To participate, please send your request to prit@stockholding.com on or before 20-Sep-2023, @ 14:00 Hrs
Email Address	PRIT@stockholding.com
Site Visit	Will be informed accordingly to interested bidders
Date and Time of submission of online bids (Technical and Commercial)	05-Oct-2023 @ (10:00 to 18:00 Hrs)
E-bidding to be facilitated by	M/s. e-Procurement Technologies Ltd.(ETL), Ahmadabad, on behalf of Stock Holding Corporation of India Limited
Date of Opening Technical Bid	06-Oct-2023 @ (12:00 Hrs). To participate, please send your request to prit@stockholding.com on or before 05-Oct-2023@ 17:00 Hrs
Address for online submission of bids	Bid must be submitted online on https://stockholding.auctiontiger.net
Date for Commercial bids opening	13-Oct-2023@ (12:00 Hrs). Request will send only to Technical Eligible bidders on or before 12-Oct-2023@ 15:00 Hrs
Date of Reverse Auction	19-Oct-2023@ (12:00 Hrs)
Contact Details of M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad	Technical Support contact details : Call : +91 9904406300 +91 9510812960 +91 9265562821 +91 6354919566 E-mail : support@auctiontiger.net

This bid document is not transferable.

Table of Contents

Overview – About Stock Holding Corporation of India Limited.....	5
Requirement details with Terms & Conditions	7
Eligibility Criteria (For Bidder Company)	7
Eligibility Criteria (For Proposed Resource)	8
(1) Validity of bid.....	9
(2) FMS Services Support Hours and Support Locations for deployed resources	10
(3) Contract Duration.....	11
(4) Leaves.....	11
(5) Payment Terms	12
(6) Refund of Earnest Money Deposit (EMD)	12
(7) Scope of Work (SOW).....	12
(8) Service Level agreement (SLA) and Penalty	24
(9) Bids Preparation and Submission Details	33
(10) Evaluation of Bids.....	34
(11) Force Majeure:.....	35
(12) Dispute Resolution.....	35
(13) Right to alter RFP.....	36
(14) General Information.....	36
(15) Integrity Pact.....	36
(16) Non-Disclosure Agreement (NDA)	36
(17) Indemnify.....	36
(18) Exit Clause	37
(19) Order Cancellation	37
(20) Sub-Contracting	37
Annexure – 1 - Details of Bidder’s Profile.....	38
Annexure – 2 - Eligibility Criteria	40
Annexure - 3- Commercial (Indicative price) bid format	43
Annexure - 4 - Interest free Earnest Money Deposit (EMD) Format.....	49
Annexure - 5 - Covering Letter-1.....	50
Annexure - 6 - Covering Letter on bidder’s letterhead (Annexure of Integrity Pact).....	57
Annexure - 7 - Compliance Statement.....	58
Annexure – 8 - Letter of Acceptance	59
Annexure – 9: Draft NDA (To be submitted in separate 100 stamp paper).....	60

Overview – About Stock Holding Corporation of India Limited

Stock Holding, a subsidiary of IFCI Limited was promoted by the public financial institutions and incorporated as a public limited company on July 28, 1986. Stock Holding is a Government Organization, being a subsidiary of IFCI. Stock Holding, one of the largest Depository Participants (DP) and also largest premier Custodian in terms of assets under custody, provides post trading and custodial services to institutional investors, mutual funds, banks, insurance companies, etc. Stock Holding acts as a Central Record Keeping Agency (CRA) for collection of stamp duty in 21 States and Union Territories on pan India basis. Stock Holding is one of the largest Professional Clearing Members of the country.

In Retail segment besides DP services, Stock Holding offers stock broking services through its wholly owned subsidiary Stock Holding Services Ltd. (SSL). Stock Holding is also into distribution of various investment and retirement solutions viz. Fixed Deposits, Bonds & NCDs of reputed institutes and corporates, Mutual Fund Schemes, Initial Public Offers (IPOs) and National Pension System (NPS). RBI has designated Stock Holding as one of the Agency Banks to distribute GoI Bonds in dematerialized form. Stock Holding also offers the Government of India Sovereign Gold Bonds. Stock Holding is a corporate agent registered with IRDAI for distribution of insurance (Life, Health & General) products. Stock Holding has also launched GoldRush, a Gold Accumulation Plan which enables customers to buy and accumulate pure gold in a fair and transparent manner.

Stock Holding has its registered office at Mumbai, main operations office at Navi Mumbai and operates through its over 200 retail branches all over India.

Submission of Proposal:

The response to this RFP will be submitted by way of two stage bidding process. The technical proposal with the relevant information/documents/acceptance of all terms and conditions as described in this RFP document will be submitted online through M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad, the outsourcing agency approved by Stock Holding for e-bidding on the website (<https://stockholding.auctiontiger.net>). The bidder will be trained by e-Procurement Technologies Ltd. for this purpose, and the bidder will have to abide by the e-business rules in consultation with e-Procurement Technologies Ltd.

The bidders are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of bid.

The bidders are requested to note that it is mandatory to have a valid digital certificate issued by any of the valid certifying authorities approved by Govt. of India to participate in the online bidding. The bidders are requested to ensure that they have the same, well in advance or if any assistance is required for the purpose, bidders can contact service provider (M/s e-Procurement Technologies Ltd.).

Objective of the RFP:

Objective of this RFP is to Appoint Vendor for Annual Maintenance Contract (AMC) & Facility Management Services (FMS) for Non-IT Equipment at StockHolding Data Centre, Mahape

Minimum requirement for e-Bidding:

1. Computer / Laptop (Notebook) with internet connection
2. Operating system - Windows XP Service pack -3 / VISTA/ Windows 7 or above
3. Digital certificate - Class II or III, **Signing + Encryption. Please note that this must be a signing AND encryption certificate.**

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per

RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of *StockHolding* in this regard will be final and conclusive and binding.

Cost of Bidding:

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

Clarifications regarding RFP Document:

- 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.
- A bidder may obtain clarification for their queries on this RFP via email to PRIT@stockholding.com
- *StockHolding* shall not be responsible for any external agency delays.
- *StockHolding* reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- 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.
- It may be noted that notice regarding corrigendum/addendums/amendments/response to bidders' queries, etc., will be published on StockHolding's website only. Prospective bidders

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



shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.

- *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*.
- StockHolding reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of StockHolding shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

Requirement details with Terms & Conditions

Eligibility Criteria (For Bidder Company)

Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

(Eligibility Criteria Documents to be submitted online along with Technical Bid)

Table – A:

SN.	Criteria	Documents to be submitted by bidder
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 05 (Five) years.	Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder is a company/firm incorporated in India having Annual Turnover of at least Rs. 100 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22 and 2022-23. This must be individual company turnover and not group of companies.	Relevant documents of registration and copy of audited balance sheet of company/firm
3	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body for any reasons within last 02 (Two) years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
4	Bidder should be in Net Profit in the last three audited financial years i.e. 2020-21, 2021-22 and 2022-23.	Copy of audited P&L and Balance Sheet of the company /firm showing the same should be submitted

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



5	Bidder should have executed AMC of BMS (Non- IT) Infrastructure in IT Data Centre project during the last 05 (Five) years as mentioned below: 1. One project worth ₹ 1 Crore OR 2. Two projects worth ₹ 75 Lacs each OR 3. Three projects worth ₹ 50 Lacs each	Documentary Proof to be attached along with Purchase Order / Contract copy.
6	The bidder must have at least fully functional service/support centre in Mumbai/Thane/Navi Mumbai operational for last 03 (Three) years.	Address of the bidder's service support center(s)
7	Bidder must have ISO 9001/9002 certification for Maintenance and Infrastructure management services.	Valid ISO Certificate
12	Bidder should have minimum 50 Data Centre (Non-IT staff) persons on the payroll of the company	Copy of EPF challan showing the number of employees And Self-Certification signed by HR head and counter signed by Authorized Signatory
13	Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour	Self-declaration from bidder on their letter head duly signed by authorised signatory

Eligibility Criteria (For Proposed Resource)

Table – B:

(A)	Resource Type	Qualification	Experience	Certification Required
1	DCFM	Minimum Graduate / Technical Diploma Holder in IT / Computers / Electrical / Mechanical or related field with minimum 10 years of experience in design, implementation of Data Centre BMS equipment's	1. Experience in design, implementation of Data Centre Power management, Cooling Management, BMS management, Civil infrastructure and Passive cabling infrastructure management 2. Experience in design, implementation / managing for Data	1. Relevant Certification in Data Center Management Services 2. Experience Certificate / relevant documents for Data Center Projects

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



			Center Non-IT infrastructure of at least 3 Data Center's project in India during last 5 years	
2	DCE	Minimum Graduate / Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in managing BMS System / Civil infrastructure / Passive cabling infrastructure / Power systems etc.	Relevant Certification in Data Center Management Services
3	Technician (Cabling)	Minimum Graduate / Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in Data Center Structured cabling, designing, installation and maintenance	NA
(B)		Criteria	Documents to be submitted by bidder	
1	Proposed resources must be on the Payroll of the bidder (out-sourcing staff not allowed)		<ul style="list-style-type: none"> ▪ Last 3 Months Payslips ▪ Offer letter of present organization <p><u>In-case to retain of existing resources:</u></p> <ol style="list-style-type: none"> 1. Bidder(s) need to provide Self-declaration on company letter head on hiring of these resources on bidder's payroll and must submit offer letter(s) after on-boarding the existing resources. 2. For existing bidder; To prove existing resources are on bidder's payroll, Last 3 months payslips must be submitted for the existing resources, falling so, StockHolding may choose to reject the bid. 	

(1) Validity of bid

Bid should be valid for a minimum period of **90 days** in the event of delay in issuance of Purchase Order (PO) by StockHolding.

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



(2) FMS Services Support Hours and Support Locations for deployed resources

Two categories of resources are required at DC:

1. Data Centre Facility Manager (DCFM)
2. Data Centre Engineer (DCE)
3. Technician (Cabling)

Resource Requirement

Minimum dedicated resources deployment (including relievers) at any point in time is given in table below:

Table – C:

Type of Resource	Numbers of Resources	Sift
DCFM	01	8 x 6 – General Shift Support (9.30 AM to 6 PM)
DCE	04	24 x 7 – 3 Shift Support
Technician	01	8 x 6 – General Shift Support (9.30 AM to 6 PM)

Selection of Resources:

The CV would be made available by Bidder for evaluation and consideration of StockHolding, at least 15 days before the expected date of vacancy. For selection of key resources will be based on the process at the technical interview stage. The Bidder shall ensure that the Teams are competent, professional and possesses the requisite qualifications and experience as appropriate to the task they are required to perform under this contract. The final authority to select or reject a candidate shall be with StockHolding. And after selection, resources should be on boarded within 1-2 weeks at StockHolding Data Centre.

However, StockHolding may choose to retain the existing resources working in StockHolding Data Centre through the selected bidder. The above mentioned Resource Eligibility criteria will not be applicable for these existing resources. Any new resource or replacement of existing resource will need to meet the above mentioned Resource Criteria.

Bidder will provide an account manager who will act as Single Point of Contact (SPOC) for continual supervision of its personnel provided under the Agreement, at no additional cost to StockHolding. The SPOC should be reachable on 24x7 basis. Bidder's supervisor shall have full supervisory authority over all day-today employment relationship decisions relating to Bidder's personnel, including those decisions relating to wages, hours, terms and conditions of employment, hiring, discipline, performance evaluations, termination, counselling, and shift scheduling etc.

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



The selected bidder must ensure immediate replacement of resource with similar skillset in case existing resource fails to report to StockHolding office / Going for a leave (more than one day) / resign from organization etc. Shadow resource has to be on site during absence of primary resource. Same skills set resource shall be provided in case of replacement of resource due to discipline or any other performance issues.

On – Boarding of Resources

1. Background verification certificate (bidder responsibility)
2. Photocopy of Aadhaar card and PAN card (Original to be verified at StockHolding)
3. Employment letter for on-roll manpower

Off – Boarding of Resources

1. Notice Period: 30 days.
2. Once the employee's resignation is accepted by the Reporting Manager, a formal communication is required to be provided to the concerned Stockholding officer in charge a month before the last working day. For DCE and DCFM the off boarding must be done in consultation with StockHolding.
3. Hand over - take over activities like knowledge transfer, discontinuation of access, email ID's, IT assets etc. are to be completed before the release.
4. Only after acknowledgement from StockHolding, the resource shall finally be released by the bidder.

StockHolding Data Centre Location:

- a. Plot No. P-51, T.T.C. Industrial Area, M.I.D.C., Mahape, Navi Mumbai 400 710

(3) Contract Duration

The selected bidder shall get into a Contract for the period of 03 (three) years with StockHolding.

- (a) Post end of 03 year period, StockHolding and selected bidder might chose to extend the contract on a yearly basis with agreeable commercial pricing which would be mutually decided between StockHolding and the selected bidder.
- (b) Either party may choose to not extend the contract after end of 03 year period. In the event StockHolding decides to extend the contract, a new contract agreement will be signed post discussions with selected Bidder.

(4) Leaves

- (a) One day leave is permissible per month for each of the deployed resources.
- (b) Resources are eligible for compensatory leaves. However, compensatory leaves must be settled with in next one month.

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



(c) Resources will have to get prior approvals from StockHolding Hardware Team before availing any leave

(5) Payment Terms

- (a) For FMS Services: Quarterly on submission of Invoice and based on the number of resources deployed in StockHolding (in that quarter) from the date of joining (on pro-rate basis) based on attendance details duly certified by StockHolding official(s). One day leave is permissible per month for each of the deployed technical qualified (skilled) resources. Payment against absenteeism will be deducted from the payment(s).
- (b) For AMC Services: Quarterly advance payment. Last quarter payment will be released at the end of the quarter after deducting applicable penalty if any.
- (c) All Applicable taxes payable extra at actual.
- (d) Applicable TDS, etc. will be deducted from the payment(s)

(6) 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 and should be valid for 30 days beyond the Contract period.
- (b) In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days post empanelment of bidder(s).

(7) Scope of Work (SOW)

Scope of work is indicative below and may not be exhaustive in any manner. The bidder is expected to observe best practices required to Operate, Maintain and Manage Data Centre Infrastructure.

A. Support for Data Centre Facility (BMS And Non- IT Equipment)

Bidders are expected to provide Back-to-back AMC from respective OEM for devices not attaining End of Life and for EoL devices AMC need to be provided only by respective bidder. A summary of the services covered under this contract have been tabulated as below:

Table – D:

Sr No	Device Name (Qty)	Make	Model No	Sr. No	Support status	Existing AMC End Date
1	LT panel(11), UPS Panel(2), PAC Panel(2)	Schneider	ZENER Electrica l	NA	Can be supported under AMC	31-Dec- 2023

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



2	Braker(8)	Schneider	SCHNIE DER	9191478949, 9191478940, 9191478941, 9191478943, 1133080101, 1133080203, 1133080103, 1133080303.	Can be supported under AMC
3	ATS -100AMp (2)	Vertiv	Emerson (ASCO 7000)	532381-001WE 766264, 532381-002WE 766264,	Can be supported under AMC
4	UPS 250KVA (2)	Vertiv	HIPULS E/7400D/ 7400	200904HI3413, 200904HI3407	Can be supported under AMC
5	Active filter(2)	Vertiv	AFCECM IED	TD9B0220001, TD9B0220002.	Can be supported under AMC
6	PDU -100 amp(2)	Vertiv	APC Schneide r	DWCK38008, DWCK38007.	Can be supported under AMC
7	PDU -400 amp(2)	Vertiv	APC Schneide r	DWCK38005, DWCK38006.	Can be supported under AMC
8	Battery Breaker(2)	L&T	L&T	DNX4-8700H3, DNX4- 8700H4	Can be supported under AMC
9	PAC 14Ton (7)	Vertiv	PEX250E CICOM	092142506C01, 092142506C02, 092142506C03, 092142506C04, 092142506C05, 092142506C06, 092142506C07.	End Of Life
10	Novec Cylinder(5)	FDC	MX-1230 SYSTEM	B-1161, B-12549,B-1168, B- 1169, B1174.	To be Monitored
11	Rodent controller(4)	Maser	MASER (TORRA NT)	5317, 5318, 5319, 5320.	Can be supported under AMC
12	Rodent Transastar(80)	Maser	MASER (TORRA NT)	NA	Can be supported under AMC
13	VESDA (2)	Europlex	EUROPL EX	B394678-VLC-500, B394678- VLC-012	Can be supported under AMC

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



14	Camera(16)	HIKVISION	DS-2CD1321-I	20190411AAWR231945056, 20190411AAWR231945057, 20190411AAWR231945058, 20190411AAWR231945059, 20190411AAWR231945060, 20190411AAWR231945061, 20190411AAWR231945062, 20190411AAWR231945063, 20190411AAWR231945064, 20190411AAWR231945065, 20190411AAWR231945071, 20190411AAWR231945072, 20190411AAWR231945073, 20190411AAWR231945074, 20190411AAWR231945075.	Can be supported under AMC
15	Access Control Reader(19)	ICLASS-R10	R-640X-300 (R10)	20190411AAWR231945056	Can be supported under AMC
16	Door Lock(21)	SOLUS (HID)	TE-600LM, 600-LED	6L9-175001, 6L9-174998, 276AC3N-8P61781,	Can be supported under AMC
17	Access Controller(15)	Honeywell	PRO0300	001F5507E42C, 001F5507E755, 001F55078512, 001F5503C255, 001F55078558, 001F553CB4A7, 001F553CC4AC, 001F553CDFD9, 001F553CDC03, 001F553CD390, 001F553C5391, 001F55078343, 001F5507834D, 001F553C3E76, 001F5507E754.	Can be supported under AMC
18	Biometric device(1)	SCHLAGE	HK-II	1303628	Can be supported under AMC
19	Amplifier(1)	BOSCH	LBB1990 /00 Plena	040500098300010032	Can be supported under AMC
20	Speakers(23)	BOSCH	LBD 0606/10	4090404099	Can be supported under AMC

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



21	Mike(1)	BOSCH	Plena	ZX2D12730849612356	Can be supported under AMC
22	Fire Panel (1)	GST	GST200N-1	10105118	Can be supported under AMC
23	Monitor Module/ Control Module(15)	GST	I-9300(GST)	10106302, 10106303, 10106304, 10106305, 10106306, 10106307, 10106308, 10106309, 10106310, 10106311, 10106312, 10106313, 10106314, 10106315, 10106316.	Can be supported under AMC
24	GRP Panel(1)	Ravel	RE-25AR-W	R25ARULMIT000247	Can be supported under AMC
25	Hooters FIRE/ WLD/MRY(10)	Johnson Control	NA	NA	Can be supported under AMC
26	Emergency Switch(4)	NA	NA	NA	Can be supported under AMC
27	Temperature & Humidity Reading Unit(2)	Johnson Control	HE-67P3	HE-67P3-0N0BT1, HE-67P3-0N0BT2	Can be supported under AMC
28	Smoke detector(97)	Johnson Control	GST	L1/01 To L197.	Can be supported under AMC
29	DDC panel (2)	L&T	L&T(BSR C800D)	BSRC800D	Can be supported under AMC
30	Water leak detection panel(1)	Johnson Control	Johnson Control	JE/14890	Can be supported under AMC
31	WLD sensor(7)	Johnson Control	Johnson Control	Johnson Control	Can be supported under AMC
32	CCTV software(1)	FLIR	FLIR	V9.0.1.3011	Can be supported under

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



					AMC
33	Network switch- POE (1)	CISCO	CISCO	SF300-24PP 10/10PoE+	Can be supported under AMC
34	Network D-LINK switch (3)	D-LINK	D-LINK, DES-1008C, DES1008 A	Sr : AB/2TK089M230280, QS7L2J8004112, R3UR1EB022955.	Can be supported under AMC
35	BMS Software(1)	ELESTA	ELESTA-V2.4.1	V2.4.1	Can be supported under AMC
36	Access Control Software (1)	WIN-PACK	WIN-PACK-V4.0	V4.0	Can be supported under AMC
37	CTV LCD (1)	SAMSUNG	LH32MG QLBC/X L	MG32HMPSB00166N	Can be supported under AMC
38	Access Door Push Button Unit (5)	NA	NA	NA	Can be supported under AMC
39	Break Glass Unit(15)	NA	NA	NA	Can be supported under AMC
40	Emergency Gas Release/Abort Switch(4)	Ravel	Ravel	NA	Can be supported under AMC
41	Precision AC Switchover Switch(7)	Schneider	ZENER Electrica l	NA	Can be supported under AMC
42	1.5 TON Split AC(10)	Godrej / Electrolux/ Camipro/	GSC18D GN3DW QH, ES18F3C /2017/C MSMW, GSC12SA 04587, AS-18KPRE MIUM GOLD,	1804006126A22349, '24003035940171130880056, 1804006125A04817, '500321225169000936, 1804006125A04587, 1804006126A04895, 1804006127A22347, '500321225169000940, 1810100618SA01210, 1810100618SA01510	Can be supported under AMC

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



			GSC 18 RGN CWQR.			
43	Electrical light DB(2), AC highwall DB(2), AC CAC DB(2), AC VRF DB(2), Raw power DB(1),Delta ups(1), BMS(2)	Legrand	Legrand	NA	Can be supported under AMC	
44	Delta UPS(2)	Delta	E4-10K	E5Q159600064WA, E5Q19600111WA.	To be Monitored	10 Oct 2023
45	Delta UPS Battery (40)	EXIDE	EXIDE SMF 12V	4QN 401659	To be Monitored	01-May-2023 (One Year Warranty)
46	UPS battery(204)	ENR Rocket	Rokcet-12V/200A H	05WRM0122I, 11WRM0122I, 17WRM0322I.	To be Monitored	01 Jul 2025
47	Building UPS(4)	Veriv	SYNERGY 3300	109US5154006, 109US5154008, 109US5154009, 109US51540013,	To be Monitored	30 Sep 2023
48	Building UPS Battery(128)	Rocket	Enr rocket	11WRM0122I, 05WRM0128I	To be Monitored	22 Sep 2025
49	Cassette AC(14)	Voltas	VXVCA-H036/4R1A	CA-H036/4R1A0119100202, CA-H036/4R1A0119100203, CA-H036/4R1A0119100204, CA-H036/4R1A0119100205, CA-H036/4R1A0119100206, CA-H036/4R1A0119100207, CA-H036/4R1A0119100208, CA-H036/4R1A0119100209, CA-H036/4R1A0119100210, CA-H036/4R1A0119100211, CA-H036/4R1A0119100212, CA-H036/4R1A0119100213, CA-H036/4R1A0119100214, CA-H036/4R1A0119100215	To be Monitored	
50	Ductable AC(3)	Veriv	Voltas	NA	To be Monitored	
51	Diesel Generator(3)	Powarica	KTA-50-G3, VTA-28-GS7	25840824, 25344356, 25341516	To be Monitored	

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



52	Transformer(2)	CTR	CTR-2921050/ CTR-2920151	2925107, 2925108.	To be Monitored
53	1.5 TON Split AC(16)	Voltas	2.0T Voltas EU 245 Zye	4551962A16A000672, 4551962A16A000720, 4551962A16A000707, 4551962A16A000699, 4551962A16A000709, 4551962A16A000714, 4551962A16A000716, 4551952a16a000686, 4551962A16A000727, 4551962A16A000702, 4551962A16A000692, 4551962A16A000717, 4551962A16A000704, 4551962A16A000703, 4551962A16A000712, 4551962A16A000689,	To be Monitored

Note: In future, if Stock Holding intends to remove any devices from the AMC list as in Table - D, the corresponding AMC amount will be paid on pro-rata basis. Replacement of End-Of-life (EOL) devices will be removed from above list on pro-rata basis and considered for Monitoring purpose only.

B. General Guidelines for Data Centre maintenance

The cable paths and the entry puncturing in the individual room to the building are adequately sealed to ensure that the Rodents, Birds etc. does not enter the Data Centre. The scope of works also covers monitoring of BMS equipment, reporting failures and taking corrective actions. AMC of all the products and management of data centre services.

1. Maintenance of the necessary basic Infrastructure like VESDA, Access Control and Air- Conditioning System, comfort Air conditioning system, Fire Detection and Control System, Electrical work like Lighting system, power cabling, Power Cabling , DG set etc.
2. Maintenance of the multi- layer Physical Security infrastructure like biometric and pin based access- control system, CCTV/ surveillance systems.
3. Successful bidder will undertake Facility Management service for Data Centre Infrastructure onsite on 24x7 basis. The work involves monitoring, operations and management of Data Centre Infrastructure with 99.95% up time measured on quarterly basis. All the critical calls will be attended at response time 10 minutes.
4. Selected bidder has to depute onsite resource for system monitoring on 24x7 basis.
5. To monitor, manage and trouble shoot the various components of the data centre infrastructure components including Power, Precision Air- conditioning system, Fire Detection System, Early Smoke Detection System, Access Control, Surveillance System etc and to provide the first level support in case of any issues.

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



6. Bidder will carry out maintenance schedules of BMS equipment as per best practices followed in Industry and recommended by OEM.
7. As this is a comprehensive contract StockHolding will not make any payments for any consumables excluding the diesel consumed by StockHolding DG set and UPS Batteries. Consumables like Oil, filters, fire extinguisher gas, etc are to be estimated and included in AMC cost.
8. Selected bidder to cover all the equipment's under comprehensive AMC from respective OEM itself. In case no support received from OEM, its responsibility of bidder to maintain the equipment as per SLAs.
9. Selected bidder has to maintain all the equipment's as per OEM guidelines and should take corrective action suggested in preventive maintenance report. No additional payment will be made for any equipment/accessory replacement recommended by OEM i.e. replacement of equipment and/or associated accessories should be covered under AMC itself.
10. Selected bidder will be handed over the data centre equipment's for maintenance on as is where condition and hence he has to maintain the same.

C. Data Centre Infrastructure Management services

a. Integrated Building Management System:

1. Maintain time schedules on operation of Data Centre.
2. Monitor smooth running of the Non-IT system at Data Centre.
3. Observe for Alarms on work station and take appropriate action.
4. Any other operational tasks related to the Building Management System.
5. Perform audits, maintain logs of all operations and schedule corrective action if required for smooth functioning of Data Centre
6. Plan the next schedule activity well on time

b. Fire Alarm System:

1. Test Fire Detection System for normal functioning.
2. Emergency evacuation messaging in case of fire.

c. CCTV System:

1. Monitor the CCTV cameras on the monitors provided.
2. Maintain record of Events – Back up to be taken
3. Refresh Hard Disks for continuous operation & recording.
4. Inform deviations from normal captured on camera to StockHolding personnel.

d. Access Control System:

1. Monitor working of all access control doors.
2. Monitor access card events in the access control software.
3. Monitor communication Status of all access doors in access control software.
4. Submission of access card event report for the client.
5. Record keeping of system log events.

e. Gas Based Fire Suppression Systems

1. Respond to any alarms if it occurs and identify the reason.
2. Monitor gas cylinder pressure gauge level for any leakage.
3. Pressure testing of Novac sprinkler system for compliance (if required).

f. UPS, Server Room AC & DG Set:

1. Monitor & check the status the systems physically & on BMS regularly. Take corrective action for abnormality and co- ordinate with equipment supplier for immediate resolution.
2. Report the critical events immediately and take the corrective action.
3. Check the DG set operation regularly in consultation with StockHolding.
4. Perform periodic drills to ensure smooth working of all equipment and DG set.

g. Handling and Attending to Complaints:

1. Register the complaint from the user & Take corrective action.
2. Print reports / history pertaining to the problem occurred.
3. Ensure smooth running and report normalcy to the user.

h. Preventive Maintenance of equipment's:

1. Preventive maintenance of all the Equipment to be done Monthly and Quarterly.
2. Selected Bidder has to follow Standard Data Centre Maintenance Practice as listed in ISO for Preventive maintenance of equipments. Bidder to provide PM schedule at the start of contract.
3. Selected Bidder has to ensure the preventive maintenance of equipment is done as per schedule.
4. Filing system related documents and production of the same on demand for any authorized personnel of the client / consultant.

i. Printing Reports:

1. Selected Bidder needs to provide Quarterly Reports of all BMS Equipments based on standard Data Centre Practice as per ISO.
2. Selected bidder needs to provide Reports
 - i. On Daily Basis
 - ii. On Weekly basis.
 - iii. As required by the StockHolding.

All the above listed activities would be carried out by professional, trained Engineers whose role would be to ensure overall co- ordination with the client apart from ensuring smooth functioning of the system.

D. System Monitoring

1. Onsite Monitoring of all the system (Hardware, Peripherals) on 24x7 basis and carry out first level problem resolution.(L2, L3 support escalation is required at times to resolve problems)

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



2. Escalation of issues, problem at appropriate technical level. Observe escalation procedure.
3. Vendor Management – Coordinate with other vendors and service providers to resolve issues and problem.
4. Conduct standard jobs as per requirement.
5. Maintenance and Audit as per policy, schedule and procedure.

E. General Administration and Audit

Services in this area include, but are not limited to, the following:

1. Development and maintenance of operations, systems and end user documentation
2. Ensure the stability of the data centre environment and Coordinate with facilities staff regarding adequate utility services (e.g., electrical, grounding, Air conditioning etc.)
3. Participate in services audit of StockHolding and take appropriate steps and responsibility to ensure closure of observations etc. made during audit on services offered by selected StockHolding vendor.
4. Carry out and share quarterly audit of Data Centre activities and services of all equipment and perform corrective actions with consent of StockHolding.
5. The periodic audit of equipment's to be performed as per best practices of Data Centre maintenance.

F. Asset Management

Asset Management is to record changes to the assets in record.

1. Monitor warranties to check adherence to preventive and repair maintenance terms and conditions
2. Configure machines and maintain up to date information.
3. Maintain latest record of all peripherals and add on accessories.
4. Submit report on asset database at quarterly intervals.

G. Vendor Management

1. Maintain database of the various vendors with details like contact person, e- mail id's, contact numbers, escalation matrix,
2. Log calls with vendors and track till resolution.
3. Timely escalate to StockHolding in case of any non- conformance of SLA by vendor

H. Data Center Cabling Infrastructure

1. Designing and Planning
 - Collaborate with onsite NOC and SOC team members, architects, and network designers to understand network requirements and objectives.

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



- Apply his knowledge and experience to create detailed structured cabling plans, including cable pathways, equipment layout, and network configurations.
2. Installation and Implementation:
- Independently perform installation, termination, and testing of copper and fiber optic cables, connectors, and related network equipment.
 - Efficiently mount and configure network racks, cabinets, and patch panels.
 - Conduct cable pulling, dressing, labelling, and cable management to ensure a clean and organized installation.
 - Utilize troubleshooting skills to identify and resolve any issues during the installation process.
3. Documentation and Reporting:
- Create accurate as-built documentation of the installed cabling system, including drawings, diagrams, and test results.
 - Use your experience to maintain comprehensive records of cable routes, labelling, and connectivity information.
 - Generate reports on project progress, issues encountered, and recommendations for improvement.
4. Skill Sets:
- Should understand the 24×7 support nature of our work.
 - Should understand start-up kind of role where we would expect him to learn new technologies frequently.
 - Must be willing to travel in and around in Mumbai based locations and Bangalore. Local conveyance will be provided by Stock Holding.
 - Proficiency in reading and interpreting network diagrams, floor plans, and blueprints.
 - Experience with network infrastructure components, including copper and Fiber optic cables, connectors, patch panels, and racks.
 - Excellent troubleshooting skills to diagnose and resolve network connectivity issues efficiently.
 - Ability to work independently or as part of a team, with good communication and interpersonal skills.
 - Attention to detail, organization, and time management skills.
 - Knowledge and practical handholding and experience in the latest cabling infrastructure installation standards and practices.
 - Stay updated with emerging technologies, trends, and advancements in structured cabling systems and provide suggestions for improvement.
 - Conduct regular inspections to ensure compliance with safety regulations and standards.
 - Apply his knowledge of industry best practices and quality standards to ensure the highest level of installation and testing.

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



5. Day to Day Monitoring & Management:

- Daily monitoring of intelligent solution components (Master & slave Analyzers, intelligent patch panels and cables to straight panels and cables, power cords) to keep network live 100% uptime.
- Monitoring of passive intelligent solution software for proper functions ex. Alerts/ mail is getting generated in case of any interruption in network ports.
- Continues updating of data in intelligent software for like Add/moves/changes etc.in the network on day to day basis.
- Managing Break Down/ Shut down activities (Server and Network device replacement/ upgradation / Movement from one rack to another rack) related to the passive network.
- Addressing on daily calls relates to passive network issues like Data, Voice, IP related, leased lines/Wireless lines and extend an access as on need basis.
- Coordination with Internal (SHCIL team) & external agencies (Airtel, Tata, MTNL, BSNL, Reliance etc.) to address the leased/ Wireless lines for quick resolutions.
- Maintenance, Management and Monitoring of Back office fiber/copper connectivity from Data Centre to all the Hub rooms.
- Monitoring of All hub room's fiber/copper connectivity which is connected to server room.
- DC to hub rooms Network cables additions, moves, changes, patch cable (Copper & Fiber cable dressings, redressing re-labelling etc.
- Documentation of existing cabling of entire Data Center, Hub rooms, DLC rooms, User work area etc. and updatation of documentation on day to day basis for the Addition / Movement / Removal / Shifting of cables carried out during the day.
- Providing the required support for any temporary setups for testing purpose with respect to the network and make necessary modifications in the existing document.
- Replacement / Cable laying of fiber, copper cables, copper patch cords, fiber patch cords.
- Providing off line support non office hours, emergencies, Preventive maintenances and/or as required by Stockholding.
- Engineer will be provided to close the calls within the agreed timelines.
- LIU testing from Network room racks to server rooms racks and all the hub rooms in which LIU is connected with SC and LC Connectors.
- Providing Adequate and Trained backup resource in case existing resource is on Leave / not available for more than 1 day.
- Require network cabling related support like IOs, Cable laying, Cable termination etc. changed at Stockholding's Mumbai branches, Near DR and DR Site for all passive work related issues.
- Laying of CAT6, CAT6A and Fiber cable or re pulling of any old cable. Adding new points with proper cable laying, termination, testing, labelling and

dressing.

Understanding the new requirement of cabling material for any new or old work.

- Perform all patching, un-patching, cutover works including but not limited to UTP (data, voice and Fiber), multi-mode Fiber and single mode Fiber cables, within the site location accordance with Patching Process.
- Emergency Services to be provided on 24 x 7 basis.
- Technical resource support is expected to arrive on-site within two hours from notification.

(8) Service Level agreement (SLA) and Penalty

A. For FMS Services

The selected bidder shall deploy the necessary resources as mentioned in the “Resource Requirement” section. The selected bidder shall make arrangement of standby engineer personal in case Data Centre engineer is not reporting / available continuously for more than 01 working days (Under normal circumstances).

- a. In case the selected bidder fails to provide standby Data Centre engineer in the absence of any Data Centre Engineer, StockHolding reserves the right to deduct Rs. 1000/- per day for each resource from the payment payable to selected bidder for that quarter.
 - b. The penalty charges will be calculated on Quarterly basis and will be adjusted towards the subsequent quarter for which invoices are submitted by the bidder. In case if there is no pending invoice to be paid by StockHolding to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of StockHolding for the same within 15 days from the notice period from StockHolding.
- (b) StockHolding will review the performance of the deployed resources on quarterly basis and will providing rating based on the last month performance of the resources. If the resource receives ‘Unsatisfactory’ rating consecutively for 02 (Two) quarter, StockHolding reserves the right to inform the selected bidder to change the resource and shall make an arrangement to replace the resource within 7 working days.
- a. In case selected bidder fails to provide a replacement within 07 (seven) working days, StockHolding reserves the right to deduct Rs. 1000/- for the period of un-availability of the replacement from the payment payable to selected bidder.
- (c) However, the penalty may / will be waived off for Non-Adherence to SLA due to reasons mentioned in the Force Majeure or because of delays attributable to StockHolding. In such case(s) the bidder should notify StockHolding of the reasons for the delay within reasonable timelines.

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



B. AMC for BMS equipment

The purpose of this Service Level Agreement (herein referred to as ‘SLA’) is to set the expectations between the StockHolding & successful bidder. SLA is therefore the benchmark of how the Bidder sets and maintains commitments on managing the StockHolding Data Centre. The purpose of this SLA is to clearly define the levels of service provided by the Bidder for StockHolding Data Centre during the contract period.

- a. The successful bidder will be responsible for providing the support services during the AMC period.
- b. Successful bidder would be held responsible for any defect in the services rendered by OEM / OEM authorized partner.
- c. Any Upgrades, Updates & support for the software / firmware shall be arranged from the OEM with no additional cost to StockHolding during the AMC period.
- d. Bidder shall provide Services, as per coverage (“Coverage Hours”), for the Machines, as detailed in Inventory sheet by StockHolding. Bidder will provide overall annual average uptime of 99.95% on the Machines.

SLA for Onsite Team Performance:

- a. Power availability

Table – E:

SLA Description	Power Availability to IT Racks	
Definition of SLA	Availability of power shall be measured at each industrial power socket/Tap-off boxes for providing power to the PDU’s of the IT Racks.	
	Downtime will be the time interval between the time of actual fault/failure and the time of fault rectification. Downtime shall be calculated on each incident basis	
Data Collection Process and Reporting	The data for calculations can be taken from PDU logs/ Inline Energy meters / UPS logs / STOCKHOLDING Monitoring software.	
SLA Calculation	Availability = [Total Monthly Uptime / (Total Monthly Uptime + Downtime)] * 100	
Penalty Calculation	Availability	Penalty
	>=99.95%	No Penalty
	>=99.9% to <99.95%	1% of the total AMC value of the applicable quarter
	>=99.85% to <99.9%	2% of the total AMC value of the applicable quarter
	>99.85%	3% of the total AMC value of the applicable quarter
Measurement Interval	Quarterly	

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



Reports and Data to be submitted	UPS logs / IT device logs/ Inline energy meters/ Reports from StockHolding Monitoring solution
---	--

b. Air Temperature in Server room and UPS room

Table – F:

SLA Description	Air Temperature in Server room and UPS room
Definition of SLA	Measurement of Air temperature & Humidity level in all Cold Aisle containments in server room and Room air temperature of UPS room. Downtime will be the time interval between the time of actual fault/failure and the time of fault rectification.
Data Collection Process and Reporting	The data for calculations can be taken from hourly temperature sensor readings. DCFM to submit the compliance report as per the defined periodicity.
SLA Calculation	In the cold aisle containment area in server room, the SLA target values are 20 to 24 degree centigrade and 40% to 80% RH, monitored on all sensors. In UPS room, the SLA target values are 22 to 26 degree centigrade and 40% to 80% RH, monitored on all sensors. Deviation persisting outside the defined range for 30 minutes continuously for temperature and 60 minutes continuously for humidity will be considered as violation from the SLA.
Penalty Calculation	0.025% of the applicable Quarter’s Total AMC value of the data centre for each violation. Multiple instances during the day will add up.
Measurement Interval	Quarterly
Reports and Data to be submitted	Hourly logs / Reports from StockHolding Monitoring solution or Server logs

c. CCTV Availability

Table – G:

SLA Description	CCTV Availability
Definition of SLA	Availability shall be measured for: (a) NVR (Network Video Recorder) used for storage of CCTV Footage (b) 100% cameras
Data Collection Process and Reporting	Availability of CCTV for all cameras in scope shall be determined based on the audit of the CCTV NVR recordings performed by the DCFM each month. The audit report

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



	<p>submitted by the DCFM at the end of the month will be used to calculate the availability.</p> <p>The sample taken by DCFM must be selected in such a way that 100% of the cameras are covered in a period of three months with a minimum coverage of 30% each month.</p>
SLA Calculation	Availability = [Total Monthly Uptime / (Total Monthly Uptime + Downtime)] * 100
Penalty Calculation	<p>Bidder should ensure 99.95% availability of the CCTV systems including the recording on the NVR.</p> <ul style="list-style-type: none"> • Unavailability of CCTV systems due to downtime in NVR for more than 24 hours shall attract a penalty of 1% of the Total AMC value of the applicable quarter for the data centre. • Unavailability of a particular CCTV camera for more than 6 hours due to defect in camera shall attract a penalty of 0.5% of the Total AMC value of the applicable quarter for the data centre for each camera. • Unavailability of the CCTV systems for less than 99.95% due to other reasons shall attract a penalty of 0.5% of the Total AMC value of the applicable quarter for the data centre.
Measurement Interval	Quarterly
Reports and Data to be submitted	Hourly logs / Reports from StockHolding Monitoring solution or Server logs

d. Submission of Monthly and Quarterly Reports

Table – H:

SLA Description	Submission of Monthly and Quarterly Reports	
Definition of SLA	The bidder shall submit the defined MIS and quarterly reports as per the scope of work of this contract.	
Data Collection and Reporting Process	Submission of Monthly Report by 7th day of the subsequent month by mail / hard copy, as defined by StockHolding.	
	<p>Submission of Quarterly Report by 10th day of the subsequent month of the reporting quarter by mail / hard copy as defined by StockHolding.</p> <p>Reports to be preferably submitted by DCFM.</p>	
SLA Calculation	Delay in submission of report beyond the target dates.	
Penalty Calculation	Target	Penalty
	Submission of reports as per	No Penalty

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



	SLA	
	Delay beyond date of submission	0.025% of the applicable Quarter's Total AMC value of the data centre for every day of delay on an incremental basis.
Measurement Interval	Monthly and Quarterly	
Reports and Data to be submitted	Monthly and Quarterly Reports	

e. Reporting of Incidents

Table – I:

SLA Description	Reporting of Incidents	
Definition of SLA	Any failure/ incident on any part of the Data Centre infrastructure or its facilities shall be communicated to StockHolding with details of facility affected, downtime, etc. as applicable.	
Data Collection Process and Reporting	<p>The data for the calculation of this SLA is the Emails being received by the STOCKHOLDING at the occurrence of any malfunction in the existing facilities installed inside Data Centre.</p> <p>In order to monitor the SLA, following points shall be considered:</p> <ol style="list-style-type: none"> 1. Bidder shall submit the incident report to StockHolding with the details of services affected, RCA, action and remedy via Email. 2. StockHolding or an agency on behalf of StockHolding will audit the actual occurrence of such incidents reported by bidder from the logs and reports of monitoring tools etc. and cross verify with respective emails received by StockHolding. 	
SLA Calculation	SLA will be calculated based on the audit / surprise check conducted by STOCKHOLDING or an agency on behalf of StockHolding.	
Penalty Calculation	Target	Penalty
	100% incidents to be reported to StockHolding within 60 minutes with the details of services affected, cause, action, and remedy.	No Penalty

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



	Reporting of incident beyond 60 minutes	0.025% of the applicable Quarter's total AMC value of the data centre for every hour of delay on an incremental basis.
Measurement Interval	Quarterly	
Reports and Data to be submitted	Incident report and Audit report	

f. Submission of Reports during Audits

Table – J:

SLA Description	Submission of Reports during Audits
Definition of SLA	The bidder is required to provide all reports as required by StockHolding / Third party auditors deputed by StockHolding.
Data Collection Process and Reporting	The breakdown/PM reports, CCTV recordings, access control logs, UPS logs, temperature logs etc. can be checked during the audits.
Penalty Calculation	0.5% of the applicable Quarter's Total AMC value of the data centre for every missing record / report/ incorrect record in any of the chosen or randomly selected sample.
Measurement Interval	Random
Reports and Data to be submitted	As required during Audit

g. Response Time for the Breakdown / Incident calls

Table – K:

SLA Description	Response Time for the Breakdown / Incident calls
Definition of SLA	Response time is the time taken by bidder to respond (acknowledge) to StockHolding once the problem/issue is logged with the bidder in the support portal / Help Desk Solution. (Penal action shall be taken only for the equipment which are under this contract with the bidder. However, the bidder shall have to log calls with the respective service provider for other non-IT equipment of DC and follow up for resolution).
Data Collection	The data for calculation of this SLA are the Helpdesk /

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



Process and Reporting	Support portal (Service/Incident) tickets raised by the bidder resources in the Helpdesk Tool in response to any request raised by StockHolding representatives or by Bidder's resources itself if any issue (Problem/Incident) is detected in any service/system under the domain of the bidder.	
SLA Calculation	Calculate the time interval between the time of occurrence of Incident / issue (as per system log) till the generation of Incident ticket or e-mail confirmation for acknowledgment of the incident / issue from the respective OEM / maintenance agency.	
Penalty Calculation	Target	Penalty
	100% calls to be responded within 2 Hours	No Penalty
	Calls not responded or responded beyond 2 Hours	0.025% of the applicable Quarter's Total AMC value of the data centre for every 2 hours of delay on an incremental basis for every service/incident not responded.
Measurement Interval	Quarterly	
Reports and Data to be submitted	Reports shall be generated from Support portal / helpdesk tool.	

h. Resolution Time for the Breakdown / Incident calls

Table – L:

SLA Description	Resolution Time for the Breakdown / Incident calls
Definition of SLA	<p>“Resolution Time”, means time taken by the bidder to troubleshoot and fix the problem from the time the call has been logged at the helpdesk tool / support portal till the time the problem has been closed.</p> <p>(Penal action shall be taken only for the equipment which are under this contract with the bidder. However, the bidder shall have to log calls with the respective service provider for other non-IT equipment of DC and follow up for resolution).</p>
Data Collection Process and Reporting	The data for calculation of this SLA are the Helpdesk / Support portal reports which shall indicate the time of call logging and the time of call closure.
SLA Calculation	The data for calculation of this SLA are the Helpdesk /

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



	Support portal reports which shall indicate the time of call logging and the time of call closure.	
Penalty Calculation	Target	Penalty
	<p>100% calls to be resolved.</p> <ul style="list-style-type: none"> ○ Within 4 hours for critical calls, ○ Within 24 hours for major and ○ Within 48 hours minor calls or as per respective SLA duration whichever is lower <ol style="list-style-type: none"> 1. Critical Calls: Incidents which may lead to business / security impact. 2. Major Incidents Calls: Incidents because of which monitoring of DC parameters or redundancy is at stake 3. Minor calls – Calls that do not impact the DC technical parameters 	No Penalty
	For critical calls which are not resolved in 4 hours	0.05% of the applicable Quarter's Total AMC value of the data centre for every 4 hours of delay on an incremental basis for every unresolved call.
	For Major calls which are not resolved in 24 hours	0.05% of the applicable Quarter's Total AMC value of the data centre for every 24 hours of delay on an incremental basis for every unresolved call.
	For Minor calls which are not resolved in 48 hours	0.05% of the applicable Quarter's Total AMC value of the data centre for every 48 hours of delay on an incremental basis for every unresolved call.

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



Measurement Interval	Quarterly
Reports and Data to be submitted	Reports shall be generated from Support portal / helpdesk tool.

i. Scheduled Preventive Maintenance

Table – M:

SLA Description	Scheduled Preventive Maintenance
Definition of SLA	Measures timely maintenance of the equipment installed at the data centre. Bidder shall provide a detailed Planned Preventive Maintenance (PPM) Schedule for the entire calendar year for all equipment under bidder's scope.
Data Collection Process and Reporting	The data for calculation of this SLA is the scheduled maintenance plan for each quarter against activities mentioned in the PPM plan. Bidder will share a PPM plan at the beginning of calendar year. Bidder also has to intimate StockHolding official 05 days in advance for the scheduled maintenance activity via email.
SLA Calculation	No. of days Delay in the PM execution from the scheduled plan.
Penalty Calculation	0.025% of the applicable Quarter's Total AMC value of the data centre for every day of delay on an incremental basis. If the PM is not carried out in the respective quarter, a penalty of 25% of the respective equipment / system quoted value shall be deducted.
Measurement Interval	Quarterly
Reports and Data to be submitted	PPM Plan

C. Other Terms & Conditions

- a. The successful bidder should start the AMC for Data Centre within 02 weeks from the date of PO. A penalty of 0.5% per week of the total per year AMC value shall be levied in delay of start of the contract from the start date.

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



- b. The bidder must deploy the full strength of manpower onsite as per StockHolding requirement within 1 month from the start date of AMC. Non-compliance of this shall attract penalty as per SLA defined under section - 8 (A).
- c. The payments for the resources shall be made on pro-rata basis during this period (as applicable).
- d. The total penalties under the contract shall not exceed 10% of quarterly AMC PO value. If penalty value exceeds 10% of quarterly AMC value then StockHolding reserves the right to terminate the contract and take legal action for deficient service & claim suitable compensation for business losses.
- e. Non-rectifications of the faults coming under the scope of work and terms & conditions of the contract will entitle StockHolding to get the job done from any other vendor at the risk and cost of the selected bidder.
- f. All the penalties shall be deducted along with applicable taxes.

(9) Bids Preparation and Submission Details

1. Technical Bid (Annexure - 2)

- (a) The bidder will submit the Eligibility and Technical Bid online on <https://stockholding.auctiontiger.net> as per (All annexures except Annexure -3)
- (b) Bidder will need to submit their proposed models with details in technical bid. StockHolding at its sole discretion shall shortlist eligible models proposed in technical bid. Bidder should also submit scan copy of cancelled cheque.
- (c) There should not be any hidden / conditional costs in the bids and in the event of their presence in the bid, the bid is liable to be rejected.
- (d) No indications pertaining to price or commercial terms should be made in the Technical Bid submission. If any price indications are made, then the bids is liable to be rejected.
- (e) No open ended / conditional bid shall be entertained and is liable for rejection.

2. Commercial (Indicative Price) Bid

- (a) The bidder will submit Commercial (Indicative Price) Bid online on <https://stockholding.auctiontiger.net> as per the format given (refer Annexure - 3)
- (b) The final price (L1) will be decided only on successful completion of the Online Reverse Auction.

3. Submission of Bids

- (a) The required documents for Eligibility Criteria and Technical Bid, Commercial (Indicative Price) Bid must be submitted (uploaded) online on <https://stockholding.auctiontiger.net>. Technical Bid and Commercial (Indicative Price) Bid should be complete in all respects and contain all information asked for in this RFP document

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



- (b) If Interest Free Earnest Money Deposit (EMD) is not submitted by bidder / received by *Stock Holding* in the form of NEFT prior to the last date of submission of bids as mentioned in this RFP, bidder will not be eligible to participate in this RFP.
- (c) The offer should be valid for a period of at least 90 days from the date of submission of bid.
- (d) 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 *Stock Holding* against all such liabilities, which are likely to arise out of the bidders failure to fulfil such statutory obligations
- (e) The bidder shall be solely responsible for any injury, damage, accident to the workman employed by the bidder for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.
- (f) No request for any further extension of the above deadline shall be entertained. Delayed and/or incomplete bid shall not be considered.
- (g) All employees engaged by the bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost
- (h) The Interest free EMD and Tender fee should be deposited in Stock Holding's bank account on or before **the bid submission date**.
- (i) Bidders are advised to submit their online Technical and commercial (Indicative Price) bids well before last date of submission.
- (j) There may not be any extension(s) to the last date of online submission of Technical and commercial (Indicative Price) bids. This will be at the sole discretion of *Stock Holding*

(10) Evaluation of Bids

Stock Holding will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the bidder will be evaluated against the eligibility criteria set forth in the RFP. The bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *Stock Holding* would be final and binding on all the bidders to this document. *Stock Holding* may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP.

- a. Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- b. Bid must be accompanied by Earnest Money Deposit details as specified in the bid document.
- c. The information provided by the bidders in response to this RFP document will become the property of *Stock Holding*.
- d. The Bids without Earnest Money Deposit will not be accepted and will be rejected outright.

5. Online Reverse Auction

- a. In case, only one Bidder is technically qualified, no reverse auction will take place.
- b. StockHolding reserves the right to negotiate price
 - with the lone Bidder or
 - With the L1 Bidder in exceptional circumstances like quote of unrealistic or unjustified prices in Reverse Auction

(11) Force Majeure:

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

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

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

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

(12) Dispute Resolution

In the event of any dispute arising out of or in connection with this purchase order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute

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



could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the bidder complies with above-mentioned clause

(13) 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 cancel the RFP/contract.
- (c) StockHolding reserves the right to purchase similar device from anyone else within contractual period should the need arise at same rate.
- (d) StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever.
- (e) StockHolding's decision in this regard will be final and binding on all bidders.

(14) General Information

- (a) If the bidder provides any incorrect/wrong information during the bidding process and the project suffers due to the same, then Company can take appropriate action against the bidder, to recover the damage.
- (b) Proposed FMS resources would be interviewed if required before taking on-board.

(15) Integrity Pact

The bidder will have to enter into an Integrity Pact with StockHolding Corporation of India Limited. The format (text) for the Integrity Pact is provided as **Annexure - 6**. The bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory.

(16) Non-Disclosure Agreement (NDA)

The empaneled bidder(s) will sign a Non-Disclosure Agreement (NDA) with Stock Holding Corporation of India Limited. The draft text of the NDA will have to be approved by legal department of Stock Holding Corporation of India Limited

(17) 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*.

(18) Exit Clause

StockHolding reserves the right to terminate this Agreement by giving 03 months' notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by the bidder as per this Agreement will be provided before the termination notice is served on the bidder. In case of termination, payments due till the date of termination only would be paid. Balance payment for remaining Agreement Term will not be paid to the bidder.

(19) Order Cancellation

StockHolding reserves the right to cancel the order in the event of the Bidder failing to deliver services as specified by Stockholding as per the Service Level Agreements. Stockholding reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to StockHolding. In case of serious discrepancy in services provided, Stockholding may cancel the entire purchase order.

(20) Sub-Contracting

No Sub-Contracting is allowed for this RFP.

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



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 mention for all states)		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. in Crores)	Net Profit (Rs. in Crores)
	2020-21		
	2021-22		
	2022-23		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures}	(Mention the above Amount in INR only)	
	Details of Reference Customer		
Customer Name and Contact No.	Brief Details of support provided	PO number and Date(Attached PO with masked price)	
1			
2			
3			

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

Dated this..... Day of 2023

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



(Signature)

(In the capacity of)

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

Note:

1. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP/ Tender.
2. All self-certificates shall be duly signed and Stamped by Authorized signatory of the bidder Firm unless specified otherwise.
3. Bidder response should be complete; Yes/No answer is not acceptable...
4. Details of clients and relevant contact details are mandatory. Bidder 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.

Annexure – 2 - Eligibility Criteria

(Documents to be submitted online along with Technical Bid)

Eligibility Criteria (For Bidder Company)

(Eligibility Criteria Documents to be submitted online along with Technical Bid)

SN.	Criteria	Documents to be submitted by bidder
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 05 (Five) years.	Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder is a company/firm incorporated in India having Annual Turnover of at least Rs. 100 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22 and 2022-23. This must be individual company turnover and not group of companies.	Relevant documents of registration and copy of audited balance sheet of company/firm
3	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body for any reasons within last 02 (Two) years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
4	Bidder should be in Net Profit in the last three audited financial years i.e. 2020-21, 2021-22 and 2022-23.	Copy of audited P&L and Balance Sheet of the company /firm showing the same should be submitted
5	Bidder should have executed AMC of BMS (Non- IT) Infrastructure in IT Data Centre project during the last 05 (Five) years as mentioned below: 4. One project worth ₹ 1 Crore OR 5. Two projects worth ₹ 75 Lacs each OR 6. Three projects worth ₹ 50 Lacs each	Documentary Proof to be attached along with Purchase Order / Contract copy.
6	The bidder must have at least fully functional service/support centre in Mumbai/Thane/Navi Mumbai operational for last 03 (Three) years.	Address of the bidder's service support center(s)
7	Bidder must have ISO 9001/9002 certification for Maintenance and Infrastructure management services.	Valid ISO Certificate

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



12	Bidder should have minimum 50 Data Centre (Non-IT staff) persons on the payroll of the company	Copy of EPF challan showing the number of employees And Self-Certification signed by HR head and counter signed by Authorized Signatory
13	Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour	Self-declaration from bidder on their letter head duly signed by authorised signatory

Eligibility Criteria (For Proposed Resource)

(A)	Resource Type	Qualification	Experience
1	DCFM	Minimum Graduate / Technical Diploma Holder in IT / Computers / Electrical / Mechanical or related field with minimum 10 years of experience in design, implementation of Data Centre BMS equipment's	a. Experience in design, implementation of Data Centre Power management, Cooling Management, BMS management, Civil infrastructure and Passive cabling infrastructure management b. Experience in design, implementation / managing for Data Center Non-IT infrastructure of atleast 3 Data Center's project in India during last 5 years
2	DCE	Minimum Graduate/Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in managing BMS System/ Civil infrastructure/ Passive cabling infrastructure/ Power systems etc.
3	Technician (Cabling)	Minimum Graduate/Technical Diploma Holder in related field with minimum 05 years of experience in Data Centre Non-IT Infrastructure	Experience in Data Center Structured cabling, designing, installation and maintenance.
(B)	Criteria		Documents to be submitted by bidder
1	Proposed resources must be on the Payroll of the bidder (out-sourcing staff not allowed)		<ul style="list-style-type: none"> ▪ Last 3 Months Payslips ▪ Offer letter of present organization <p><u>In-case to retain of existing resources:</u></p>

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



		<ol style="list-style-type: none">1. Bidder(s) need to provide Self-declaration on company letter head on hiring of these resources on bidder's company payroll and must submit offer letter(s) after on-boarding the existing resources.2. For existing bidder; To prove existing resources are on bidder payroll, Last 3 months payslips must be submitted for the existing resources, falling so, StockHolding may choose to reject the bid.
--	--	--

Note:

- a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
- b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- c. 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 2023

(Signature)

(In the capacity of)

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

**REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PF
IT FACILITY MANAGEMENT SERVICES FOR STOCK H**



Annexure - 3- Commercial (Indicative price) bid format

A: AMC & ATS for Existing Hardware and Software

Sl. No	Description of Item	Make	Model	Serial No.	Qty	1 st Year AMC (₹)	2 nd Year AMC (₹)	3 rd Year AMC (₹)	Total AMC Cost (₹)
1	LT panel(11), UPS Panel(2), PAC Panel(2)	Schneider	ZENER Electrical	NA	15				
2	Braker	Schneider	SCHNIEDER	9191478949, 9191478940, 9191478941, 9191478943, 1133080101, 1133080203, 1133080103, 1133080303.	8				
3	ATS -100Amp	Vertiv	Emerson(ASC O 7000)	532381-001WE 766264, 532381-002WE 766264,	2				
4	UPS 250KVA	Vertiv	HIPULSE/7400 D/7400	200904HI3413, 200904HI3407	2				
5	Active filter	Vertiv	AFCECMIED	TD9B0220001, TD9B0220002.	2				
6	PDU -100 amp	Vertiv	APC Schneider	DWCK38008, DWCK38007.	2				
7	PDU -400 amp	Vertiv	APC Schneider	DWCK38005, DWCK38006.	2				
8	Battery Breaker	L&T	L&T	DNX4-8700H3, DNX4- 8700H4	2				
9	PAC 14Ton	Vertiv	PEX250ECICO M	092142506C01, 092142506C02, 092142506C03, 092142506C04, 092142506C05, 092142506C06, 092142506C07.	7				
10	Novec Cylinder	FDC	MX-1230 SYSTEM	B-1161, B-12549, B-1168, B- 1169, B1174.	5				
11	Rodent controllor(4)	Maser	MASER (TORRANT)	5317, 5318, 5319, 5320.	4				
12	Rodent Transastar(80)	Maser	MASER (TORRANT)	NA	80				

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



13	VESDA (2)	Europlex	EUROPLEX	B394678-VLC-500, B394678-VLC-012	2				
14	Camera(16)	HIKVISION	DS-2CD1321-I	20190411AAWR231945056, 20190411AAWR231945057, 20190411AAWR231945058, 20190411AAWR231945059, 20190411AAWR231945060, 20190411AAWR231945061, 20190411AAWR231945062, 20190411AAWR231945063, 20190411AAWR231945064, 20190411AAWR231945065, 20190411AAWR231945071, 20190411AAWR231945072, 20190411AAWR231945073, 20190411AAWR231945074, 20190411AAWR231945075.	16				
15	Access Control Reader(19)	ICLASS-R10	R-640X-300 (R10)	20190411AAWR231945056	19				
16	Door Lock(21)	SOLUS (HID)	TE-600LM, 600-LED	6L9-175001, 6L9-174998, 276AC3N-8P61781,	21				
17	Access Controller(15)	Honeywell	PRO03000	001F5507E42C, 001F5507E755, 001F55078512, 001F5503C255, 001F55078558, 001F553CB4A7, 001F553CC4AC, 001F553CDFS9, 001F553CDC03, 001F553CD390, 001F553C5391, 001F55078343, 001F5507834D, 001F553C3E76, 001F5507E754.	15				
18	Biometric device(1)	SCHLAGE	HK-II	1303628	1				
19	Amplifier(1)	BOSCH	LBB1990/00 Plena	040500098300010032	1				

**REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PF
IT FACILITY MANAGEMENT SERVICES FOR STOCK H**



20	Speakers(23)	BOSCH	LBD 0606/10	4090404099	23				
21	Mike(1)	BOSCH	Plena	ZX2D12730849612356	1				
22	Fire Panel (1)	GST	GST200N-1	10105118	1				
23	Monitor Module/ Control Module(15)	GST	I-9300(GST)	10106302, 10106303, 10106304, 10106305, 10106306, 10106307, 10106308, 10106309, 10106310, 10106311, 10106312, 10106313, 10106314, 10106315, 10106316.	15				
24	GRP Panel(1)	Ravel	RE-25AR-W	R25ARULMIT000247	1				
25	Hooters FIRE/ WLD/MRY(10)	Johnson Control	NA	NA	10				
26	Emergency Switch(4)	NA	NA	NA	4				
27	Temperature & Humidity Reading Unit(2)	Johnson Control	HE-67P3	HE-67P3-0N0BT1, HE-67P3-0N0BT2	2				
28	Smoke detector(97)	Johnson Control	GST	L1/01 To L197.	97				
29	DDC panel (2)	L&T	L&T (BSRC800D)	BSRC800D	2				
30	Water leak detection panel(1)	Johnson Control	Johnson Control	JE/14890	1				
31	WLD sensor(7)	Johnson Control	Johnson Control	Johnson Control	7				
32	CCTV software(1)	FLIR	FLIR	V9.0.1.3011	1				
33	Network switch-POE (1)	CISCO	CISCO	SF300-24PP 10/10PoE+	1				
34	Network D-LINK switch (3)	D-LINK	D-LINK,DES-1008C, DES1008A	Sr : AB/2TK089M230280, QS7L2J8004112, R3UR1EB022955.	3				
35	BMS Software(1)	ELESTA	ELESTA-V2.4.1	V2.4.1	1				
36	Access Control Software (1)	WIN-PACK	WIN-PACK-V4.0	V4.0	1				
37	CCTV LCD (1)	SAMSUNG	LH32MGQLBC	MG32HMPSB00166N	1				

**REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PF
IT FACILITY MANAGEMENT SERVICES FOR STOCK H**



			/XL						
38	Access Door Push Button Unit (5)	NA	NA	NA	5				
39	Break Glass Unit(15)	NA	NA	NA	15				
40	Emergency Gas Release/Abort Switch(4)	Ravel	Ravel	NA	4				
41	Precision AC Switchover Switch(7)	Schneider	ZENER Electrical	NA	7				
42	1.5 TON Split AC(10)	Godrej/Electrolux/Camipro/	GSC18DGN3D WQH, ES18F3C/2017/ CMSMW, GSC12SA04587, AS-18KPREMIUM GOLD, GSC 18 RGN CWQR.	1804006126A22349, '24003035940171130880056, 1804006125A04817, '500321225169000936, 1804006125A04587, 1804006126A04895, 1804006127A22347, '500321225169000940, 1810100618SA01210, 1810100618SA01510	10				
43	Electrical light DB(2), AC highwall DB(2), AC CAC DB(2), AC VRF DB(2), Raw power DB(1),Delta ups(1), BMS(2)	Legrand	Legrand	NA	12				
44	Delta UPS(2)	Delta	E4-10K	E5Q159600064WA, E5Q19600111WA.	2				
45	Delta UPS Battery (40)	EXIDE	EXIDE SMF 12V	4QN 401659	40				
46	UPS battery(204)	ENR Rocket	Rokcet-12V/200AH	05WRM0122I, 11WRM0122I, 17WRM0322I.	204				
47	Building UPS(4)	Vertiv	SYNERGY 3300	109US5154006, 109US5154008, 109US5154009, 109US51540013,	4				

**REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PF
IT FACILITY MANAGEMENT SERVICES FOR STOCK H**



48	Building UPS Battery(128)	Rocket	Enr rocket	11WRMO122I, 05WRM0128I	128				
49	Cassette AC(14)	Voltas	VXVCA-H036/4R1A	CA-H036/4R1A0119100202, CA-H036/4R1A0119100203, CA-H036/4R1A0119100204, CA-H036/4R1A0119100205, CA-H036/4R1A0119100206, CA-H036/4R1A0119100207, CA-H036/4R1A0119100208, CA-H036/4R1A0119100209, CA-H036/4R1A0119100210, CA-H036/4R1A0119100211, CA-H036/4R1A0119100212, CA-H036/4R1A0119100213, CA-H036/4R1A0119100214, CA-H036/4R1A0119100215	14				
50	Ductable AC(3)	Vertiv	Voltas	NA	3				
51	Diesel Generator(3)	Powarica	KTA-50-G3, VTA-28-GS7	25840824, 25344356, 25341516	3				
52	Transformer(2)	CTR	CTR- 2921050/CTR- 2920151	2925107, 2925108	2				
Total AMC Cost (₹) - A									

Note:

1. Above mentioned prices are exclusive of Taxes.
2. Replacement of End-Of-life (EOL) devices will be removed from above list on pro-rata basis and considered for Monitoring purpose only.

B: Facility Management Services

Resource Type	Per Month Cost (₹)	No. of Resource	1 st Year FMS Cost (₹)	2 nd Year FMS Cost (₹)	3 rd Year FMS Cost (₹)	Total Cost (₹)
DCFM		01				
DCE		04				
Technician (cabling)		01				
Total Cost for FMS Services (₹) - B						

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



Summary

Sl. No	Items	Total Cost (with-out tax) (₹)
1	AMC & ATS for Existing Hardware and Software (A)	
2	Facility Management Services (B)	
Total Cost (A+B)		

Dated this..... Day of 2023

(Signature)

(In the capacity of)

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

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



Annexure - 4 - Interest free Earnest Money Deposit (EMD) Format

PAN & GST number of bidder	Bank Name & branch address ,IFSC code	Bank account number	EMD amount paid in INR	UTR No.	Date of Payment (NEFT)	EMD Bank receipt to be uploaded

Dated this..... Day of 2023

(Signature)

(In the capacity of)

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

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



Annexure - 5 - Covering Letter-1

(To be executed on plain paper and submitted only by the successful bidder)

(_____ Name of the Department / Office) RFP No: IT-02/2023-
24 dated 13-Sep-2023 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, *Stock Holding* ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. Babasaheb 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. s (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

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



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 endeavour 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 / *Stock Holding* 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.

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



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 / *Stock Holding* 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 / *Stock Holding* for forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Principal / *Stock Holding*.
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 / *Stock Holding* 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 / *Stock Holding* or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Technical Bid, as given at Annexure 6. If bids are invited through a Consultant a Declaration has to be submitted along with the Technical Bids 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 *Stock Holding* /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 / *Stock Holding* as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.

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



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 / *Stock Holding*, or alternatively, if any relative of an official / employee of Principal / *Stock Holding* 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 / *Stock Holding*
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 / *Stock Holding* 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 / *Stock Holding*. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / *Stock Holding*.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / *Stock Holding*'s absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / *Stock Holding* may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / *Stock Holding*.
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 / *Stock Holding* 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 / *Stock Holding* / Owner under Law or the Contract or its established policies and laid

down procedure, the Principal / *Stock Holding* / 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 / *Stock Holding* / 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 / *Stock Holding* / Owner apart from exercising any legal rights that may have accrued to the Principal / *Stock Holding* / 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 / *Stock Holding* 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 / *Stock Holding* has substantive suspicion in this regard, the Principal / *Stock Holding* / 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 Principal / *Stock Holding* / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
2. The Principal / *Stock Holding* / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / *Stock Holding* 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 / *Stock Holding* has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, Stock Holding Corporation of India Limited.
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 / *Stock Holding* / 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 Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Counter Party (ies) with confidentiality.

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



4. In case of tender (RFP)s having value of 5 crore or more, the Principal / *Stock Holding* / 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 / *Stock Holding* and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, *Stock Holding*. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / *Stock Holding* and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, *Stock Holding* Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO & MD, *Stock Holding* 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 *Stock Holding*

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the *Stock Holding* / 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 / *Stock Holding* in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

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



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

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

(For and on behalf of Principal / Owner / *Stock Holding*)

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

WITNESSES:

1. _____ (Signature, name and address)
2. _____ (Signature, name and address)

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

Annexure - 6 - Covering Letter on bidder's letterhead (Annexure of Integrity Pact)

Date:

To,
.....

Sub: RFP No: **IT-02/2023-24** dated **13-Sep-2023** for Appointment of Vendor for Annual Maintenance Contract (AMC) & Facility Management Services (FMS) for Non-IT Equipment at Stock Holding Data Centre, Mahape

DECLARATION

Stock Holding Corporation of India Limited (*Stock Holding*) hereby declares that *Stock Holding* 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 tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the *Stock Holding*

Yours faithfully,

For and on behalf of Stock Holding Corporation of India Limited
(Authorized Signatory)

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



Annexure - 7 - Compliance Statement

(To be submitted along with technical bid)

Subject: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) & Facility Management Services (FMS) for Non-IT Equipment at StockHolding Data Centre, Mahape

Ref: RFP No: IT-02/2023-24 dated 13-Sep-2023

DECLARATION

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

Sr. No.	Item / Clause of the RFP	Confirmed and Accepted by Bidder (Yes / No)
1	Eligibility Criteria	
2	Service Level Agreement (SLA) / Scope of Work	
3	Payment Terms	
4	Bid Validity, Order Cancellation, Exit Clause	
5	Force Majeure	
6	Integrity Pact	
7	All General & Other Terms & Conditions in the RFP	
8	Requirement with terms and conditions	
9	Bid Formats Technical & commercial (Indicative Price) Bid	
10	Annexures in the RFP	

Dated this..... Day of 2023

(Signature)

(In the capacity of)

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

Annexure – 8 - Letter of Acceptance
(To be submitted along with Technical Bid)

To,
Stock Holding Corporation of India Limited
SHCIL House, Plot No. P-51, T.T.C. Industrial Area,
M.I.D.C., Mahape, Kalyan-Shil Road,
Navi Mumbai, PIN 400710.

Dear Sir,

Sub: RFP no: **IT-02/2023-24 dated 13-Sep-2023** for Appointment of Vendor for Annual Maintenance Contract (AMC) & Facility Management Services (FMS) for Non-IT Equipment at StockHolding Data Centre, Mahape

With reference to the above RFP, having examined and understood the instructions, annexures, terms and conditions forming part of the RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for the entire Agreement Period from the date of the offer.

We also understand and accept that Stockholding can 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 us.

We also accept that *StockHolding's* decisions with reference to this RFP pertaining to evaluation process of bidder responses will be final and binding on us. We also understand and accept that no queries will be entertained in this regard by *StockHolding*.

StockHolding is not bound to accept the lowest or any bid received by *StockHolding*, and it may reject all or any bid. If our bid is accepted, we are responsible for the due performance of the contract.

Dated this..... Day of 2023

(Signature)

(In the capacity of)

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

Annexure – 9: Draft NDA (To be submitted in separate 100 stamp paper)

MUTUAL NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (hereinafter “Agreement”) is executed on this ___ day of _____, 2023 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.

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.

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

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



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.

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.

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

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.

Return:

The Receiving Party who receives the Confidential Information and Confidential Materials agrees that on receipt of a written demand from the Disclosing Party:

Immediately return all written Confidential Information, Confidential Materials and all copies

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



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).

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;

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

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.

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.

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.

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.

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.

Miscellaneous: This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior commitments/ understanding in

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

this regard and may not be amended or modified except by a writing signed by a duly authorized representative of the respective Parties. This Agreement may be executed in several counterparts (physical or electronic form), each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. This Agreement may not be assigned or transferred except by a mutual written consent of both the Parties.

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