

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



RFP Reference Number: IT-01/2023-24

Date: 03.Aug.2023

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

### DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited (*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-01/2023-24
Requirement	Empanelment of Service Providers for providing Facilities Management Services including Help Desk Management services for Video Conferencing, LAN & IT Systems being used at Stock Holding Offices at Mahape, Center Point and Fort
Interest free Earnest Money Deposit (EMD)	Rs.3,00,000/- (Indian Rupees Three 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 22-Aug-2023 Stock Holding'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 22-Aug-2023 Stock Holding'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	03-Aug-2023
Pre-bid online meeting	Pre-bid meeting (Online) at 11-Aug-2023@11:00 Hrs. To participate, please send your request to prit@stockholding.com on or before 10-Aug-2023, @ 14:00 Hrs
Email Address	<a href="mailto:PRIT@stockholding.com">PRIT@stockholding.com</a>
Date and Time of submission of online bids (Technical and Commercial)	22-Aug-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	23-Aug-2023 @ (11:00 Hrs). To participate, please send your request to prit@stockholding.com on or before 22-Aug-2023@ 14:00 Hrs
Address for online submission of bids	Bid must be submitted online on <a href="https://stockholding.auctiontiger.net">https://stockholding.auctiontiger.net</a>
Date for Commercial bids opening	01-Sep-2023@ (12:00 Hrs). Request will be sent only to Technical Eligible bidders on or before 31-Aug-2023@ 14:00 Hrs
Declaration of Final Result	15-Sep-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: <a href="mailto:support@auctiontiger.net">support@auctiontiger.net</a>

**This bid document is not transferable.**

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## Overview – About Stock Holding Corporation of India Limited

StockHolding, a subsidiary of IFCI Limited was promoted by the public financial institutions and incorporated as a public limited company on July 28, 1986. StockHolding is a Government Organization, being a subsidiary of IFCI. StockHolding, 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. StockHolding acts as a Central Record Keeping Agency (CRA) for collection of stamp duty in 21 States and Union Territories on pan India basis. StockHolding is one of the largest Professional Clearing Members of the country.

In Retail segment besides DP services, StockHolding offers stock broking services through its wholly owned subsidiary StockHolding Services Ltd. (SSL). StockHolding 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 StockHolding as one of the Agency Banks to distribute GoI Bonds in dematerialized form. StockHolding also offers the Government of India Sovereign Gold Bonds. StockHolding is a corporate agent registered with IRDAI for distribution of insurance (Life, Health & General) products. StockHolding has also launched GoldRush, a Gold Accumulation Plan which enables customers to buy and accumulate pure gold in a fair and transparent manner.

StockHolding 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 StockHolding 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 Empanelment of Service Providers for IT Facility Management Services for StockHolding offices at Mahape, Center Point and Fort.

### **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 *Stock Holding* 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 *Stock Holding* 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 *Stock Holding* for necessary clarifications.
- A bidder may obtain clarification for their queries on this RFP via email to PRIT@stockholding.com
- *Stock Holding* shall not be responsible for any external agency delays.
- *Stock Holding* 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, *Stock Holding* 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 *Stock Holding*'s website only. Prospective bidders shall regularly visit *Stock Holding*'s same website for any changes/development in relation to this RFP.
- *Stock Holding* 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 *Stock Holding*.
- *Stock Holding* 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 *Stock Holding* 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)

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. <b>20 Crores</b> 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 2 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 must be in business of providing IT Facility Management services / ITeS / IT Managed Service Provider for a period of at least last 05 years as on RFP date.	Documentary Proof to be attached along with Purchase Order / Contract copy.
6	Bidder must have facilitated as part of the IT Facility Management Services the following: a. Desktop Management b. Network Administration c. Helpdesk Management	Documentary Proof to be attached along with Purchase Order / Contract copy.
7	Bidder should have registrations under EPF and MP Act, 1952, ESI Act, 1948, Shops & Establishment Act, Profession Tax Act, Labor Welfare Fund Act or any other local laws applicable to them presently or in future. Bidder shall be making proper compliances with the applicable Labor laws such as EPF and MP Act, 1952, ESI Act, 1948, LWF Act, Shops & Establishment Act, Payment of Bonus Act, 1965, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1971, Contract Labor (R & A) Act, 1970, POSH Act, Minimum Wages Act, Payment of Wages Act, Profession Tax Act and all other	Copy of PF Certificate / ESI Certificate



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	Labor Laws which will be applicable to service provider in future. The Service Provider should regularly submit all documents / Registers/Challans in support of compliance with the Labor Laws to the Company.	
8	The Bidder must have executed the following: Minimum 03 (Three) Orders for providing of IT Facility Management Services / ITeS/ IT Managed Services with each order of managing minimum 500+ Desktops/Laptops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India.	Documentary Proof to be attached along with Purchase Order / Contract copy
9	Bidder need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India.  Bidder also to certify that bidder are not from such a country or if from a country, has been registered with competent authority.	Self-declaration required on Company letter head
10	Bidder must have Support Office or Support Centre at Maharashtra.	Self-certified letter signed by authorized official of the bidder mentioning address of support offices/ support centres.
11	Bidder must have the following valid Accreditations / Certifications a. ISO 9001 b. ISO 20000	Copy of the relevant certificates
12	Bidder should have minimum 200 Technical staff 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	Certification Required
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1	L1 Desktop Support	Minimum Graduate in IT/Computers with minimum 3 to 5 years of experience in Desktop/Network support	Well conversant with configuration of Windows 7/8/10/11, Lotus Notes, MS Office - Experience in managing Users and N/W Resources, LAN Management and Antivirus, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)
2	L2 Desktop Support	Minimum Graduate in IT/Computers with minimum 5 years of experience in Desktop/Network support	Well conversant with configuration of Windows 7/8/10/11, Lotus Notes, MS Office - Experience in managing Users and N/W Resources, LAN Management and Antivirus, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)
<b>(B)</b>	<b>Criteria</b>		<b>Documents to be submitted by bidder</b>	
1	Proposed resources must be based out of Mumbai / Navi Mumbai/ Thane. Any Resource selected from outside this region has to relocate Mumbai/NaviMumbai/Thane for Support		Self-declaration from bidder on their letter head duly signed by authorised signatory	
2	Proposed resources must be paid as per minimum wages act Maharashtra updated in year 2022 (Ministry of labour & Employment) for Skilled resources		Last 3 Months Payslips/ Offer letter of present organization/ Self-declaration from bidder on their letter head duly signed by authorised signatory	
3	Notice period of proposed resource should be minimum of 60 days		Self-declaration from bidder on their letter head duly signed by authorised signatory	

**Note:**

1. L1/L2 resource type will be decided basis the Interview process and the overall resource experience. It will be with discretion to StockHolding for choosing the resource type.
2. StockHolding may choose to retain the existing resources working in IT department of StockHolding through the empanelled FMS service providers. The above mentioned Resource Eligibility criteria will not be applicable for these existing resources. Any new resource or replacement of existing resource will need to meet the above mentioned Resource Eligibility Criteria.

**(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.

**(2) Support Hours and Support Locations for deployed resources**

Monday to Saturday: 08:30 am to 08:30 pm. However the deputed personnel should attend duties on extended hours or on holidays in case of necessity (emergency) as decided by StockHolding official(s).

**StockHolding Support Locations:**

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

**(3) Contract Duration**

Empanelled bidder(s) shall enter into a Rate Contract (RC) for the period of 03 (three) years with StockHolding.

- (a) Post end of 03 year period, StockHolding and empaneled bidder(s) might chose to extend the contract on a yearly basis with agreed commercial billing rates as per 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 the empanelled Bidder(s).

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

**(5) Payment Terms**

- (a) Monthly on submission of Invoice and based on the number of resources deployed in StockHolding (in that month) from the date of joining (on pro-rate basis) based on attendance details duly certified by StockHolding official(s). One day leave is permissible per month for each of the deployed technical qualified (skilled) resources. Payment against absenteeism will be deducted from the payment(s).
- (b) All Applicable taxes payable extra at actual.
- (c) Applicable TDS, etc. will be deducted from the payment(s)
- (d) One Time Payment of Rs. 4000/- + Taxes as re-imbusement for any new resource (not considered for replacement of resource) deployed in Stock Holding Corporation of India Limited (StockHolding) for background check. However the payment will be reimburse only after resource complete 06 (six) months at StockHolding.

**(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) / Service Level Agreement (SLA)**

The services covered as part of the successful bidder includes, but not limited to the following:

The empanelled bidder(s) shall provide onsite technical resources minimum of 09 Numbers to Maximum of 15 numbers as per StockHolding requirements as given in below table for the job of various Facilities Management Services including Help Desk Management services for Video Conferencing, LAN & IT Systems being used at StockHolding Office managed Centrally from the below locations:

Location	Job Role	No. of Engineer
Mahape	L1 Desktop Support	6 (First shift 8:30am to 5:30pm , Second Shift at 11am to 8pm)
Mahape	L2 Desktop Support	1
Center Point	L1 Desktop Support	1
Fort	L1 Desktop Support	1

- (a) The empanelled bidder(s) shall make available on-site resources in a shift of 9hrs x 6days. The resources will be required to be rotated across locations as per stockholding schedule. The empanelled bidder(s) must ensure immediate replacement of resource with similar skillset in case existing resource fails to report to StockHolding office / Going for a leave (more than one day) / resign from organization etc.
- (b) Shadow resource has to be on site during absence of primary resource.
- (c) Same skills set resource shall be provided in case of replacement of resource due to discipline or any other performance issues.

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

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

- (a) Create and maintain IT asset information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Desktops, Laptops, Printers, Scanners, UPS, Tablet/IPAD Networking equipment etc.
- (b) Installation & troubleshooting of Desktops/Laptops and peripherals including the applications provided by Stockholding. Fine tuning Desktops/Laptops for optimum performance.

- (c) Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations.
- (d) Should be able to lift and shift IT Assets as per requirement and record the movement of IT assets within and out across locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset are not returned back within the stipulated time.
- (e) Up-gradation of various software's / applications on the desktop where CDs and licenses would be provided by StockHolding.
- (f) Perform Antivirus updates across Desktops/Laptops
- (g) LAN IP Management and LAN Cable termination (crimping)
- (h) Provide Remote Support Access across all StockHolding branches to resolve all day to day issues pertaining to Email (Lotus Notes), Anti-Virus and other OS related troubleshooting
- (i) Co-ordination with AMC/Warranty vendors to resolve issues like part replacement, troubleshooting, tracking and user follow-ups
- (j) Daily activity logging, Daily MIS report to be sent to Hardware Team
- (k) Coordinating with vendors to get the problems resolved
- (l) Should have good Verbal and Written communication skills
- (m) Should be conversant in using Excel and Word and Open Office Software
- (n) Monthly Review Meeting to setup on Last Day of Each month

**(8) Resource Requirements**

- (a) StockHolding intends to add resources through the Time & Material Model in due course of time.
- (b) Initially StockHolding will require 09 numbers of technical resources, however, StockHolding may increase the resource count upto 15 numbers based on business requirements.
- (c) PO will be issued to empanel bidders based on the number of resources and unit rate of resource type.

**(9) Expected Timelines for On-boarding Resources**

StockHolding will release the requirements to all empanelled bidder(s) depending on the business requirements.

- (a) Bidder(s) will have to share the profiles of the proposed resources.
- (b) Shortlisted candidates will be interviewed and selected by Company's selection panel.
- (c) Candidates selected by the Company team will be on boarded to the project. StockHolding will raise the PO and the resource should be on boarded within 1-2 weeks of issuing the PO.

**(10) Penalty**

- (a) The empanelled bidder(s) shall make arrangement of standby engineer / help desk personal in case resident engineer / help desk person is not reporting / available continuously for more than 01 working days (Under normal circumstances).
  - a. In case empanelled bidder(s) fails to provide a standby resident engineer/ Helpdesk person, StockHolding reserves the right to deduct the amount for absenteeism from the payment payable to empanelled bidder(s).

- b. The penalty charges will be calculated on monthly basis and will be adjusted towards the subsequent months for which invoices are submitted by the bidder. In case if there is no pending invoice to be paid by StockHolding to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of StockHolding for the same within 15 days from the notice period from StockHolding.
- (b) StockHolding will review the performance of the deployed resources on monthly basis and will providing rating based on the last month performance of the resources. The performance matrix is enclosed in the RFP (kindly refer Annexure-9). If the resource receives 'Unsatisfactory' rating consecutively for 3 months, StockHolding reserves the right to inform the empanelled bidder to change the resource and empanelled bidder shall make an arrangement to replace the resource within 7 working days.
- a. In case empanelled bidder(s) fails to provide a replacement within 07 (seven) working days, StockHolding reserves the right to deduct man day amount for the period of un-availability of the replacement from the payment payable to empanelled bidder(s).
- (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.

## (11) 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 rejected

### 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) Post opening of Commercial Bids – Lowest Bidder in the Rank of L1, L2, L3 etc. will be announced.

### 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

- (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*

#### (12) Evaluation of Bids

*Stock Holding* will evaluate the bid submitted by the bidders under this RFP. It is *Stock Holding's* discretion to decide at the relevant point of time. The eligibility bid submitted by the Bidder will be evaluated against the Eligibility criteria set forth in the RFP. The Bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Noncompliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *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. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of *Stock Holding*.

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

#### Evaluation Process

Stage1- The 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for "Technical bid".

Stage2- For only those bidders who have been found eligible in Stage1, "Technical Bids" will be evaluated, and a technical score would be arrived at as per evaluation steps detailed in the RFP.

Stage3- Bidders, who have been found eligible in Stage2, shall be invited for "Commercial Bid" evaluation.



Stage4 - The final evaluation will be made on the basis of quality-cum-cost based selection (QCBS), with a weightage to quality of services and cost in the ratio of 70:30.

**Eligibility Criteria Evaluation (Stage1)**

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

**Technical Bid Evaluation (Stage2)**

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

Only those bidders scoring a *minimum of 35* in the Technical Bid Evaluation will be qualified for Commercial Bid evaluation.

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

Sl. No	Parameter	Method of Allocating Marks	Maximum Score	Documents Required
1	The Bidder must have executed the following: Minimum 03 (Three) Orders for providing of IT Facility Management Services / ITeS/ IT Managed Services with each order of managing minimum 500+ desktops/laptops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions/ Government Organizations / PSUs / Corporate Enterprises in India.	a) 3 Project = 5 Marks b) >3 and <= 4 Project; = 7.5 Marks c) >4 Project = 10 Marks	10	PO to be shared with StockHolding
2	Bidder must be in Core business of providing IT Facility Management services / ITeS / IT Managed Service Provider for a period of at least last 05 years as on RFP date.	a) Minimum 5 years = 5 Marks b) >5 and < 10 years; = 7.5 Marks c) =>10 years = 10 Marks	10	PO to be shared with StockHolding



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3	Overall Technical staff strength of manpower with the Company as on Bid submission date	a) 200 to 300 = 5 Marks b) 300 to 400; = 7.5 Marks c) More than 400 = 10 Marks	10	Copy of EPF challan showing the number of members And Self-Certification signed by HR head and counter signed by Authorized Signatory
4	Existing Bench Strength of Technical staff (in numbers) in the organization	a) 5 to 10 staff = 05 Marks b) 11 to 15 staff = 7.5 Marks c) More than 15 staff = 10 Marks	10	Self-Certification signed by HR head with count
5	StockHolding Bidder experience Rating <i>(Based on StockHoldings' experience with the Bidder performance on a StockHolding project within the last 3 years).</i>	a) Negative performance experience = -10 marks b) Neutral (bidder may or may not have worked with StockHolding over the last 3 years = 0 Marks c) Positive performance experience = 10 Marks	10	StockHolding internal evaluation
<b>Total Marks</b>			<b>Max: 50</b>	

**Commercial Bid Evaluation (Stage3)**

The Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in Annexure 3 - "Commercial Bill Bid Format".

<b>L1 Desktop Support</b>	<b>L2 Desktop Support</b>
Man month rate (P1)	Man month rate (P2)
Total Weighted Cost	$70\%*P1 + 30\%*P2$

**Best Value Bid Determination and Final Evaluation (Stage4)**

A composite score shall be calculated for those bidders whose bids are found to be in order.

The weightage for the composite evaluation is as described below:

- a. Technical – 70%
- b. Commercial – 30%

For Quality and Cost based Evaluation (QCBS), the following formula will be used for evaluation of the bids.

$$B_n = 0.7*T_n + (0.3) * (C_{min}/C_b * 100)$$

Where;

$B_n$  = Overall score of bidder under consideration

$T_n$  = Technical score for the bidder under consideration

$C_b$  = Evaluated Bid Cost (as calculated above) for the bidder under consideration

$C_{min}$  = Lowest Evaluated Bid Cost (as calculated above) among the financial proposals under consideration.

The top 03 (three) bidders achieving the maximum overall score will be empanelled for the period of 03 (three) years. StockHolding reserves the right to negotiate with top 03 bidders achieving the maximum overall score.

**(13) 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.

**(14) 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 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

(15) **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.  
StockHolding's decision in this regard will be final and binding on all bidders.

(16) **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 resources would be interviewed if required before taking on-board.
- (c) StockHolding reserves the right to reject the candidate from the empanelled Bidder based on interview selection. StockHolding is not obligated to share the reason of rejection for every candidate.
- (d) The Project Billing Rate Card can't be changed during the agreement contract period.
- (e) StockHolding will take care of required desktop / laptop to onboarded resources during their engagement with StockHolding.
- (f) StockHolding has the right to audit empanelled Bidder(s) about Background checks on the selected resources. In case there is lapse on the BG checks, StockHolding reserves the right to take penal action on the empanelled bidder(s) including but not limited to termination of empanelment of the bidder(s).

(17) **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.

(18) **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

(19) **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*.

(20) **Exit Clause**

*StockHolding* reserves the right to terminate this Agreement by giving 3 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.

(21) **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.

(22) **Sub-Contracting**

No Sub-Contracting is allowed for this RFP.

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**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	<b>Financial parameters</b>		
	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)	
	<b>Details of Reference Customer</b>		
	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

(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. Stock Holding 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)**

<b>SN.</b>	<b>Criteria</b>	<b>Documents to be submitted by bidder</b>
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. <b>20 Crores</b> 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 2 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 must be in business of providing IT Facility Management services / ITeS / IT Managed Service Provider for a period of at least last 05 years as on RFP date.	Documentary Proof to be attached along with Purchase Order / Contract copy.
6	Bidder must have facilitated as part of the IT Facility Management Services the following: d. Desktop Management e. Network Administration f. Helpdesk Management	Documentary Proof to be attached along with Purchase Order / Contract copy.
7	Bidder should have registrations under EPF and MP Act, 1952, ESI Act, 1948, Shops & Establishment Act, Profession Tax Act, Labor Welfare Fund Act or any other local laws applicable to them presently or in future. Bidder shall be making proper compliances with the applicable Labor laws such as EPF and MP Act, 1952, ESI Act, 1948, LWF Act, Shops & Establishment Act, Payment of Bonus Act, 1965, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1971, Contract Labor (R & A) Act, 1970, POSH Act, Minimum Wages Act, Payment of Wages Act, Profession Tax Act and all other Labor Laws which will be applicable to service provider in future. The Service Provider should regularly submit all documents / Registers/Challans in support of compliance with Labor Laws to Company.	Copy of PF Certificate / ESI Certificate



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8	The Bidder must have executed the following: Minimum 03 (Three) Orders for providing of IT Facility Management Services / ITeS/ IT Managed Services with each order of managing minimum 500+ Desktops/Laptops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India.	Documentary Proof to be attached along with Purchase Order / Contract copy
9	Bidder need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India.  Bidder also to certify that bidder are not from such a country or if from a country, has been registered with competent authority.	Self-declaration required on Company letter head
10	Bidder must have Support Office or Support Centre at Maharashtra.	Self-certified letter signed by authorized official of the bidder mentioning address of support offices/ support centres.
11	Bidder must have the following valid Accreditations / Certifications c. ISO 9001 d. ISO 20000	Copy of the relevant certificates
12	Bidder should have minimum 200 Technical staff 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	Certification Required
1	L1 Desktop Support	Minimum Graduate in IT/Computers with minimum 3 to 5 years of experience in Desktop/Network	Well conversant with configuration of Windows 7/8/10/11, Lotus Notes, MS Office - Experience in managing Users and N/W Resources, LAN Management and	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco /

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		support	Antivirus, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Notes certification)
2	L2 Desktop Support	Minimum Graduate in IT/Computers with minimum 5 years of experience in Desktop/Network support	Well conversant with configuration of Windows 7/8/10/11, Lotus Notes, MS Office - Experience in managing Users and N/W Resources, LAN Management and Antivirus, Trouble shooting of Desktops/Laptops (Both H/W and S/W), Printers, Scanners, and Software Installation etc.	Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)
<b>(B)</b>	<b>Criteria</b>		<b>Documents to be submitted by bidder</b>	
1	Proposed resources must be based out of Mumbai / Navi Mumbai/ Thane. Any Resource selected from outside this region has to relocate Mumbai/NaviMumbai/Thane for Support		Self-declaration from bidder on their letter head duly signed by authorised signatory	
2	Proposed resources must be paid as per minimum wages act India updated in year 2022 (Ministry of labour & Employment) for Skilled resources		Last 3 Months Payslips/ Offer letter of present organization/ Self-declaration from bidder on their letter head duly signed by authorised signatory	
3	Notice period of proposed resource should be minimum of 60 days		Self-declaration from bidder on their letter head duly signed by authorised signatory	

**Note:**

- a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
- b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- c. Bidder response should be complete, Yes/No answer is not acceptable.
- d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of ..... 2023

(Signature)

(In the capacity of)

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

**Annexure - 3- Commercial (Indicative price) bid format**

Description	Desktop Support Engineer (L1)	Desktop Support Engineer (L2)
Man month Rate (Rs.)		

**Note:**

1. Above prices should be exclusive of taxes & levies
2. Year 2 will have standard escalation of 8% on Year 1 Price and Year 3 will have standard escalation of 8% on Year 2 Price for the selected Empaneled Bidder(s).

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 - 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)

**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-01/2023-24 dated 03-Aug-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 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.
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.
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.
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 Stockholding /Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / *StockHolding* in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

**IX. Legal and Prior Rights**

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

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

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

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

**WITNESSES:**

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

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

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

Date:

To,  
-----

Sub: RFP No: **IT-01/2023-24** dated **03-Aug-2023** for Empanelment of Service Providers for IT Facility Management Services for Stock Holding.

**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)

**Annexure - 7 - Compliance Statement**  
(To be submitted along with technical bid)

Subject: RFP for Selection of Empanelled bidder(s) for Empanelment of Service Providers for IT Facility Management Services for Stock Holding.

Ref: RFP No: **IT-01/2023-24** dated **03-Aug-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-01/2023-24 dated 03-Aug-2023** for Empanelment of Service Providers for IT Facility Management Services for Stock Holding.

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 *Stock Holding's* decision in this regard will be final and binding on us.

We also accept that *Stock Holding'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 *Stock Holding*.

*Stock Holding* is not bound to accept the lowest or any bid received by *Stock Holding*, 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 – Template of Resource Performance Review**

<b>RRESOURCE PERFORMANCE REVIEW</b>				
<b>EMPLOYEE NAME</b>		<b>DEPARTMENT</b>		
<b>EMPLOYEE ID</b>		<b>REVIEWER NAME</b>		
<b>POSITION HELD</b>		<b>REVIEWER TITLE</b>		
<b>TODAY'S DATE</b>				
<b>CHARACTERISTICS</b>				
<b>QUALITY</b>	<b>UNSATISFACTORY</b>	<b>SATISFACTORY</b>	<b>GOOD</b>	<b>EXCELLENT</b>
Quality of Work				
Work Consistency				
Communication				
Independent Work				
Takes Initiative				
Group Work				
Productivity				
Creativity				
Honesty				
Integrity				
Co-worker Relations				
Client Relations				
Technical Skills				
Dependability				
Punctuality				
Attendance				
<b>GOALS</b>				
<b>ACHIEVED GOALS SET IN PREVIOUS REVIEW?</b>				
<b>GOALS FOR NEXT REVIEW PERIOD</b>				
<b>COMMENTS AND APPROVAL</b>				
<b>COMMENTS</b>				
<b>EMPLOYEE SIGNATURE</b>		<b>REVIEWER SIGNATURE</b>		