



Request for Proposal (RFP) for  
**Development & Maintenance of Online platform for  
Document Execution**

**RFP Reference Number:  
StockHolding/e-Services/RFP- DigiDoc/22-23/002  
Date: 16-November-2022**

**Email: [esidigidoc@stockholding.com](mailto:esidigidoc@stockholding.com)**

## 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****Development & Maintenance of Online platform for Document Execution****RFP Document Details**

<b>Name of Organisation</b>	Stock Holding Corporation of India Limited
<b>RFP Reference No.</b>	StockHolding/e-Services/RFP/22-23/002
<b>Requirement</b>	Request for proposal (RFP) for Development & Maintenance of Online platform for Document Execution
<b>Delivery &amp; Installation Address</b>	Stock Holding Corporation of India Limited, SHCILHouse,PlotNo.P- 51,TTCIndustrialArea,MIDC,Mahape,Navimumbai40 0710Maharashtra
<b>Date of issue of RFP document</b>	<b>16-Nov-2022</b>
<b>Cost of Bid Document(Non-Refundable)</b>	INR. 2,000/- (Indian Rupees Two Thousand Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as cost of bid document. It should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 07-Dec-2022. StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC : IBKL0000004.
<b>Interest free Earnest Money Deposit (EMD)</b>	INR. 2,00,000/- (Indian Rupees Two Lakh Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit. It should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 07-Dec-2022. StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Bidders with MSME certificate are exempted for providing EMD.
<b>Last date for submission of bidder queries(by email)</b>	<b>21-Nov-2022</b>
<b>Date, Time and place for online Pre- bid meeting</b>	Pre-bid meeting (Online) on <b>22-Nov-2022 @ 11:30</b> Hours. To participate, please send your request to <a href="mailto:esidigidoc@stockholding.com">esidigidoc@stockholding.com</a> on or before <b>21-Nov-2022, @ 13:00</b> Hours
<b>Last Date for Submission of Online Bid (Technical bid 1 &amp; 2and Commercial Price bids)</b>	<b>07-Dec-2022 @ 18:00 Hours</b>
<b>Date of results of online Technical bid 1</b>	<b>12-Dec-2022 @ 12:00 Hours</b>

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<b>Presentation by Bidders who have qualified Technical bid 1</b>	<b>Date will be intimated to qualified bidders through email (tentative date of presentation 17-Dec-2022 to 19-Dec-2022</b>
<b>Date of results of online Technical bid 2</b>	<b>21-Dec-2022 @ 12.00 Hours</b>
<b>Date of opening of online Commercial bid and consolidated score</b>	<b>22-Dec-2022 @ 16:00 Hours</b>
<b>Date of announcement of consolidated score</b>	<b>23-Dec-2022 @ 15:00 Hours</b>
<b>Address for online submission of bids</b>	Bid must be submitted online on <a href="https://stockholding.auctiontiger.net">https://stockholding.auctiontiger.net</a>
<b>Email Address</b>	<a href="mailto:esidigidoc@stockholding.com">esidigidoc@stockholding.com</a>
<b>Contact Details of M/s e- Procurement Technologies Ltd.(ETL), Ahmedabad</b>	Call:+919904406300 +919510812960 +919265562821 +916354919566 e-mail:support@auctiontiger.net
<b>This bid document is not transferable</b>	

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

# REQUEST FOR PROPOSAL

## Development & Maintenance of Online platform for Document Execution



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**1. OVERVIEW – ABOUT STOCKHOLDING CORPORATION OF INDIA LIMITED**

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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, is one of the largest Depository Participants (DP) and also a 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 23 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 its registered office at Mumbai, main operations office at Navi Mumbai and operates through its over 200 retail branches all over India.

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**2. SUBMISSION OF PROPOSAL**

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The response to this RFP will be submitted by way of two stage bidding process. The technical and commercial 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 bidder approved by Stock Holding Corporation of India Ltd (*Stock Holding*) for e-bidding on the website (<https://stockholding.auctiontiger.net>).

The bidders will have to upload the duly signed and scanned RFP submission relevant document(s) as part of technical bid. All Annexure Forms will have to be filled and submitted online. The Technical Bid with relative documents must be submitted online.

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 authority 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/se-Procurement Technologies Ltd.).

**Minimum requirement for e-Bidding:**

1. Computer/Laptop(Notebook)with internet connection
2. Operatingsystem-WindowsXPServicepack-3/VISTA/Windows7orabove
3. Digital certificate - Class II or III, Signing + Encryption. Please note that this must be assigning AND encryption certificate.

**2.1 INVITATION OF BIDS**

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for Development& maintenance of online platform for document execution, as currently contemplated by StockHolding. Based upon the review and evaluation of proposals offered in response to this RFP, StockHolding may at its sole discretion negotiate and enter into contracts with successful Bidders. Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in StockHolding's decision to award a contractual relationship. The products, volumes and historical numbers that are provided from StockHolding during this process are to be used and interpreted solely as a guide and are intended to provide guidance to StockHolding's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by StockHolding. StockHolding reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. StockHolding also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

## **2.2 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.

## **2.3 COMMUNICATION CHANNELS FOR RFP ENQUIRIES AND CLARIFICATIONS**

All communications related to this RFP should be directed by email, physical communication to the following:

e-ServicesTeam

Email: [esidigidoc@stockholding.com](mailto:esidigidoc@stockholding.com)

If StockHolding, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then StockHolding reserves the right to communicate such response to all the bid respondents.

## **2.4 COST OF BIDDING**

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

## **2.5 CLARIFICATIONS REGARDING RFP DOCUMENT**

1. 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.
2. A bidder requiring any clarification for their queries on this RFP may be obtained via email to [esidigidoc@stockholding.com](mailto:esidigidoc@stockholding.com)
3. StockHolding shall not be responsible for any external bidder delays.
4. StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
5. 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.
6. 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 shall regularly visit StockHolding's website for any changes/development in relation to this RFP.
7. 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.
8. StockHolding reserves the right to reject any or all the responses to RFPs/Bids received



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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.

**2.6 VALIDITY OF OFFER**

The offer should remain valid for a period of at least **120 days** from the date of submission of bid. In exceptional circumstances, StockHolding may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of Bid Security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request will not be permitted to modify its Bid. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder

### 3.1 SCOPE OF SERVICES

#### A. Purpose

Stock Holding Corporation of India Limited invites bids for Development of an online/mobile platform for Document Execution & for providing free annual maintenance contract (AMC) for One year and paid AMC for the balance 4 years. No AMC will be payable for the first year, after implementation and all deficiencies pointed out have to be resolved without extra charges.

#### B. Business and Functional Requirements

The Application will have the following 7 modules envisaged but not limited to:

##### 1. Module – StockHolding Users

- a. StockHolding Admin will have SuperAdmin access to the entire platform
- b. SuperAdmin can create more SuperAdmins, Groups, Roles, and Users who will be on boarded on the platform to carry out various activities.
- c. Regional Admin should have ability to add/update Master Data for States, Articles, and Document Templates. Templates can be generic or State Specific.
- d. Provision to creation of Document/agreement template, with appropriate heading, static content and its dynamic attributes required for document completion. The user would define whether the content has to be displayed as a text box, List of Values or any other UI control. Business users would also be given a provision for designing such forms with static and dynamic contents. This option would be given to product in charge role.
- e. StockHolding's support users should be able to view traceability of every document and status of every step along with remaining steps for execution completion.
- f. StockHolding's support users should be able to retrieve any document pre/post execution of the document
- g. StockHolding's support user should be given provision so as to resolve all the issues of customers.
- h. StockHolding's head Operations user: He should have a dashboard of all the Operations happening in the portal.
- i. StockHolding's head Dispatch user: He should have a dashboard of printing and dispatch queues.

##### 2. Module – Client Registration

- a. Clients can be: Individual (Business to Consumer ~ B2C) or Business Entity (Business to Business ~ B2B) Model.
- b. Individual Clients shall be able to login/register using social media platforms like Google, Facebook and LinkedIn etc.

##### 3. Module – Document Execution and Workflow

- a. User should be able to create documents, edit documents and send documents to counterparties

- b. Facility to add comments with track changes to the documents by either counter parties before execution. On the fly editing the document by the client based on the entry in text box/entry items/List of Values.
- c. Facility to add signatories (multiple) from both counterparties to the document to be done in Phase 2
- d. Documents can be uploaded by the user which cannot be edited or user can use existing template which can be edited.
- e. Logs of all the interactions of parties collaborating for the agreement should be made available for reference till the completion of agreement. In case the earlier version is required to be made present, the same may be made as the current version.
- f. Suitable notification to second party should be sent via Email, mobile along with the link to get on the app to suggest suitable changes in the agreement or give consent and later to sign the agreement. However, it will not be mandatory for second user to register / have an account with the platform.
- g. B2B clients should have a set template and feature for Bulk Uploads of documents and generation of e-Stamping.
- h. In Phase 2, there should be provision for signing of document by multiple stakeholders in the agreement.
- i. Provision to authenticate executed documents through the use of Digital certificate issued to eligible entities Phase 2.

#### **4. Module – Payment Commercial Models and Tariff**

- a. Platform should have the ability to define / create fixed or dynamic commercial models e.g. Plan Type/Document type/No. of documents per month/year. There should be rules based, which should be available to users for adding new rules as well as configuring the parameters.
- b. The tariff would be different for every B2B client; there can be a standard plan type in B2B as well.
- c. Activity based costing facility should be enabled, where based on the services availed the cost will be added to the invoice.
- d. Platform will have payment and viewing facility on the portal. Should be seamless and intuitive.

#### **5. Module – B2B and Business Associates (Partners Portal Module) to be done in Phase 2**

- a. The platform should be able to extend to Business Associates so that they can create agreements on behalf of single/both the counterparties
- b. B2B client's onboarding module and custom wallet/imprest account. They should be then, able to create an imprest account, add cash, withdraw cash, view ledger and maintain balance.
- c. Partners will go through Registration Process which will be approved by StockHolding operation/onboard users via workflow.
- d. Business Associates should be able to track the commissions/revenue etc.
- e. Two Factor Authentication should be enabled for B2B clients.

#### **6. Module – Accounting**

- a. Accounting module with receipts/receivables/payment/payables/receivables along with reports like GST, ledger and Trial Balance, along with reconciliation with Payment Gateway and Banks would be required.
- b. StockHolding Finance team would need a dashboard for viewing the balances of different stake holders and status of Bank Recon.

**7. Integrations –**

- a. Integration with e-stamping system via API's e-Stamping is a StockHolding system
- b. Integration with e-Signing system via API's.
- c. Email dispatch and SMS notification for digital copy of document.
- d. The Platform should be able to integrate with Document Management System in Phase 2.
- e. Payment Gateways to be integrated. (UPI/Debit and Credit Cards/Net Banking & Wallets like Freecharge, Mobikwik, Paytm, Payzapp and more). In Phase 1 only limited PG's would be integrated
- f. Integration with CRM and Contact center in Phase 2
- g. SSO Integration with social media platforms Like google, Facebook and LinkedIn
- h. Integration with Banks API's for reconciliation – Can be Phase2.
- i. Forward integration with Governments Registration system.

**8. Module – Dispatch**

- a. Dispatching of Stamp Papers & documents where required, would be done by an independent Entity or StockHolding.
- b. Suitable API's would be required for integration with Dispatching Entity's application if such a provision exists.
- c. Platform to capture various stages of physical distribution and barcode based scanning for easy tracking to any entity/user

**9. Module – MIS and Reporting**

- a. Suitable reporting module would be required for MIS for regions and Head Office of StockHolding users

**10. Module – Customer Support**

- a. Ability to generate tickets for user complaints/suggestions/issues
- b. Access to StockHolding Customer Support Team for Tracking and resolution of tickets.
- c. Customer Broken journey should be fed in the Customer Support portal within 30 minutes so that appropriate follow up can be done for taking it forward.
- d. Auto reminders should be generated so that 15 days before the agreement ends an email with a link to be sent to First party.

**11. Other Requirements –**

- a. The client portal B2C- The documents/agreements should be made available in multiple languages (Hindi) in 3<sup>rd</sup>Phase. There should be a provision for getting it printed in Hindi too.
- b. The Platform should be made responsive so that it can adopt itself on any mobile device, tablets or desktops.
- c. Platform should be built on Micro services based Architecture.
- d. Enterprise security framework with proper governance should be there for deployment.

- e. Load balancing of the application server in a way to balance the capacity. The infrastructure on which the platform will be hosted shall be able to implement horizontal scaling of the infrastructure resources.
- f. Develops Integration with Version Maintenance system and CI/CD for phase 2.
- g. Support tickets and Change request handling system with requirement traceability to be provisioned for.
- h. Application Security Testing, Performance Testing (Load and Stress Testing) should be done before deployment.
- i. Search Engine Optimization (SEO – Use of Meta Tags and more) to be done in Phase 2.
- j. Mobile App primarily for B2B but can be extended for B2C in Phase 2
- k. Block chain to be considered (Phase 3). However it needs to be planned in the architecture in Phase 1.
- l. Archival and Data maintenance. Feature to ensure live data in the system for 3 years and suitable archival of data which can be retrieved from 3 to 7 years.  
Will be taken in Phase 2.
- m. Voice to text facility to be provided in Phase 3.
- n. Auto detection of location (default selection for state in dropdown) from where the user is creating the required document to be provided in Phase 3.
- o. History of documents created by customer through the portal to be maintained so that the repeat customer can select the already created document for editing and create a new one. The functionality to be provided in Phase 2.
- p. Source code and its artifacts for this solution will be under the ownership by StockHolding, so Knowledge transfer and documentation would be required in case the system is handed over to StockHolding or another bidder for development and support.
- q. User documentation should be provided along with demonstration of working system for both Phase 1 and Phase 2.

**C. Technical Requirements: Following will the tech stack on which the application will be deployed:**

1. Oracle WebLogic on Solaris
2. JAVA Version 1.8+
3. Oracle I planet Web Server 7
4. Oracle Database Version 19 C on OS Linux

#### 4. ELIGIBILITY CRITERIA

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- a. Bidder should be Registered Company or LLP and should be in business for more than 5 years as on 31st March, 2022
- b. Bidder should have at least 5000 square feet office in India.
- c. Bidder must have minimum 100 IT resources on its rolls at the time of submission of bid.
- d. Bidder must be capable of providing 24 X 7 supports.
- e. Bidder must have prior experience of atleast 5 Unique Integrations done with different types systems in last 7 years
- f. The Bidders should have a minimum average turnover of INR 7 Cr in last three financial years. It must also have positive net worth in each of last 3 financial years as per the audited financial statement. [CA Certificate to be submitted].
- g. The Bidder shall produce a self-declaration that there are - (a) no vigilance and (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation bidder and (c) The Bidder has not been blacklisted by any public sector organization.
- h. The bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last seven years.
- i. The Bidder should have valid registration with all statutory authorities such as Registrar of companies/Firms, GST, PAN Etc.
- j. The bidder should have developed and delivered similar type of Applications to other entities.I.e. One contract of INR.40 lacs or two contracts of INR.30 lacs each or three contracts of INR.20 lacs each in last 7 years.
- k. The Bidder should have given at least one service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years

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**\*\* Important: Bidder should submit all supporting documents at the time of submitting technical bid, duly signed and stamped on their company's letter head.**

## 5. BID PREPARATION AND SUBMISSION

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### A. TECHNICAL BIDS

1. The bidder will submit the Technical Bid online on <https://stockholding.auctiontiger.net> and should be as per the format given.
2. 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
3. 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 may be rejected
4. No open ended/conditional bid shall be entertained and are liable for rejection

### B. COMMERCIAL BIDS

1. The bidder will submit Commercial Bid online on <https://stockholding.auctiontiger.net> as per the format given in the Commercial Bid Format - refer **Annexure-III**.

### C. SUBMISSION OF BIDS

1. The required documents for Eligibility Criteria, Technical Bid and Commercial Bid must be submitted (uploaded) online on <https://stockholding.auctiontiger.net>. Technical Bid and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document
2. The offer should be valid for a period of at least **120 days** from the date of submission of bid
3. The bidder shall fulfill all statutory requirements as described by the law and Government notices. The bidder shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify Stock Holding against all such liabilities, which are likely to arise out of the bidder's failure to fulfill such statutory obligations.
4. Bidders are advised to submit their online Commercial bid well before last date of submission.
5. A Draft NDA is enclosed with this RFP. Acceptance of all clauses mentioned in the NDA (Draft) need to be provided by the bidders along with the Technical Bid.



**6. BID EVALUATION**

The Company shall constitute an Evaluation Committee (EC), to carry out the evaluation process. The bid of any bidder who has not complied with all the eligibility criteria will be summarily be rejected. Technical proposals will be evaluated based on the following criteria. The bidder will have to provide necessary documentary evidence for below criteria along with Bid document failing which bidder will be awarded Nil mark for criteria where no documentary evidence are provided with the bid document

**Responses from Respondent will be evaluated on four stages, sequentially, as below –**

**Stage A – Eligibility and Technical Evaluation-1-** All eligible Bidders who will secure 60 Marks or above out of 100 marks will qualify Stage A and will be eligible for stage B .The Marks scored in stage A will be given 35% weightage.

**Stage B –Technical Evaluation-2 and Presentation.** There is no qualifying marks for Stage B and the marks scored in stage B will be given 30% weightage.

**Stage C - Commercial Evaluation** will be given 35% weightage

**Stage D-Techno Commercial Evaluation.** 65% weightage to Technical evaluation and 35% weightage to Commercial Evaluation will be given

During evaluation of this RFP, StockHolding, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. StockHolding reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of StockHolding shall be final and binding on all the bidders to this document and StockHolding will not entertain any correspondence in this regard. The evaluation methodology vis-à-vis the weightages are as under:

**Stage A – Eligibility Criteria and Technical Evaluation 1**

Responses to the Eligibility Criteria as mentioned in **Point 4** shall be evaluated (Technical evaluation 1and assessed. All requirements as mentioned in the Eligibility Criteria are Mandatory, post verification the bidder will be selected for all subsequent stages.

Sr. No.	Parameter	Performance Level	Score
1	The bidder should be in business for more than 5 years as on 31 <sup>st</sup> , March 2022	5 years – 7 years	10
		>7 years – 9 years	12
		>9 years – 11 years	15
		>11 years – 13+ years	20
2	Bidder must have at least 100 IT resources on its rolls at the	Min 100 employees	10
		>100 -125 employees	12



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	time of submission of bid	126 -150 employees	15
		150+ employees	20
3	The Bidder should have given service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years	01 Project	4
		02 Projects	6
		03 Projects	8
		04 or more Projects	10
4	The Bidders should have a minimum average turnover of INR 7 Cr in last 3 years along with a positive net worth in each of the last 3 financial years as per the audited financial statement.	INR 7 Crs	10
		>INR 7 Cr -10 Cr	12
		>INR 10 Cr-12 Crs	15
		>INR 12 Cr	20
5	The bidder should have developed and delivered similar type of Applications to other entities with contract value greater than INR. 20lakhs	>3 -5	6
		>5 – 7	8
		>7	10
6	CMM Certification	Not certified / CMM 1 / CMM 2	0
		CMM3	3
		CMM4	4
		CMM5	5
7	Having done atleast 5 Unique Integrations with different types systems- in last 7 years	No	0
		Yes	5
8	The bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during the last seven years.	3 Reports	4
		4 Reports	6
		5 Reports	8
		>5 Reports	10
<b>TOTAL (Maximum)</b>			<b>100</b>

Maximum eligible score would be 100 and bidders scoring 60 marks or more will be qualified

for next stage of bidding. The scores of this round will carry 35% weightage.

**Stage B –Presentation and Technical Evaluation 2**

The bidders who have qualified stage A will be required to upload annexure XV, provide their project plan and proposal and further give a presentation of the proposed solution which should bring out the information mentioned below:

Sr.No.	Sections to Score	Definition of parameters for scoring		Score
1	Business & Functional Requirements	Actual requirements being scored. Scoring is done based on the response received from bidders.	Upload Annexure XV	40
2	Solution Architecture & Technical Requirements	Proposed Solution (Including Solution Approach and Methodology, Solution Architecture, Change Management Approach, Ease of coding and support )	SL no 2,3 & 4 to be covered in the bidders project proposal and presentation and demo	30
3	Project Plan	Delivery of project w.r.t quality, testing, time, frequency of meetings with stakeholders, tools used, WBS, milestones. The bidder to complete the project as per requirements.		10
4	Bidder Demo and Presentation	Scoring of overall bid presentation. Demonstrated robustness of the technology deployed across other installations around the world, including – Scalability – Security – Ease of implementation Completeness and responsiveness		20
	<b>Total</b>	<b>Summary of all scores</b>		<b>100</b>

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Method of Evaluation (To be filled by Bidders as a part of response)

**Business and Functional Requirements**

Particulars	Vendor Solution response			
	The following solutions are to be built from scratch or by reusing a PAAS component or to be addressed through a boxed product. Below is a list of requirements that should be addressed in either case. <b>(Select the appropriate option from the dropdown to make a response)</b>	<b>Name the component and the sub-component which will be used to solve the business requirements and whether it will be through SaaS/PaaS or built from other modules or to be built fresh.</b>	Efforts in Man Days	Experience of Developing similar feature in another product/system development. No of times this feature has been Developed and Implemented
Business requirement 1 Example <b>e-sign integration</b>			To be built from other applications	2

**Solution Architecture**

Evaluation Header	Evaluation Parameter ( <i>Indicative</i> )
Component Architecture	Did the bidder provide detailed architecture of each functional component? Is the architecture monolithic or SOA or Micro services based? How robust and flexible components are provided.
Coding, testing and Documentation	Did the vendor follow Standard and secure coding practices, ease of coding and support, Simple design, functional and non-functional testing with test cases and summaries. Standard process document and data flows.
Usability and Interoperability	How good are the UI and ease of use and deployment of solution? Flow and Simplicity, Flexibility, Tailor ability and Extensibility.
API management for internal applications / 3rd party components	Did the bidder consider integration with all external third party applications?
System Administration & Database Management	Has the right database and OS been considered for applications.
Application Hosting	Is the cloud hosting of applications on public cloud or VPC or on premises. Manner of deployment.

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Data Security	Has security and encryption being considered at DB and application level.
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**Project Plan**

<b>Evaluation Header</b>	<b>Evaluation Parameters</b>
Methodology – Detail	Does the project plan list down all the activities and sub-activities required during the implementation?
	And how successful was the bidder in providing sufficient clarity in the project plan activities?
Agile Principles	Does the project plan follow agile methodology?
	Is the agile principle/methodology clearly mentioned?
	Does the project plan clearly define the sprint plans, agile roles, Artefacts etc.
	Have the agile/scrum development principles been consistently followed across the project planning?
Milestones	Are the key milestones listed out in the project plan?
	Are the milestone definitions clearly specified?
Feasibility of the plan	How feasible is the project plan proposed? Are the milestones/goals defined, achievable or highly ambitious?
Dependencies	Has the bidder considered dependency on other teams/activities while creating project plan?
Flexibility	How flexible is the project plan to accommodate new changes? For E.g.: Are the calculation of timelines formula driven?
Resources	Does the bidder have sufficiently qualified manpower with the required skill set to do this project

**Bid Presentation and Sample Demo**

<b>Evaluation Header</b>	<b>Evaluation Parameters</b>
Clear understanding of our requirements	- Did the presentation give a sense that the bidder has understood our requirements well enough
Approach and methodologies	- Has the bidder followed a systematic approach in making the bid
Unique value proposition	- Are the suggested differentiators unique from the competition? - Do the core competencies of the /bidder provide a competitive edge to StockHolding
Compliance with presentation duration and expected agenda	- Did the bidder adhere to the duration guidelines specified for the presentation?
Presence of relevant team members	- Has the bidder's team for presentation been picked from the proposed project team for DigiDoc
Flexibility to accommodate changes	- Did the bidder show flexibility about accommodating changes to the current plan/scope?
Response to queries during Q&A	- Did the bidder satisfactorily answer the queries? - Was the query response crisp and clear?
Overall rating	Overall feeling about the bidder after the complete presentation including Q&A
Any other point	Is there any other point that you observed during today's presentation (good or bad) about the bidder, that you would want to share

**Stage C – Commercial Evaluation**

Commercial proposal should be uploaded on e-procurement system and the bidder should give all the relevant price information. No information should be kept blank. Offer should be in strict conformity with the format and conditions as given in Annexure – III.

The commercial proposals of short listed bidders shall then be opened and evaluated for completeness. If the commercial quote is incomplete i.e. either for not providing the quote or for all the required services, it shall be then presumed that the services shall be provided without any additional cost to StockHolding. StockHolding may, however, in its absolute discretion disqualify the bidder whose commercial quote is found to be incomplete. All related applications and deployment cost which are a part of the bidders proposed solution architecture will be under the ownership of the bidder and the cost of the same should be factored in the commercial bid.

35% Weightage will be given to commercial bid of technically qualified bidders during Techno-commercial evaluation.

**Stage D- Techno-Commercial Evaluation**

Technical score (65% weightage) + Commercial score (35% weightage) will be arrived and combined together to arrive, to get a successful bidder.

The Techno-Commercial Evaluation will take into consideration, the Score obtained in the Technical Evaluation as well as the Price bid quoted in the Commercial bid

Weightage for Technical Evaluation is 65% and for weightage for Commercial bid is 35%.

A “Score” will be calculated for all “Qualified Agencies” using formula, given below:

“Score” =  $(LC/C)*35 + (T/HT)*65$  Where:

LC = Lowest “amount” among the qualified Agencies.

C = Individual Amount quoted by each bidder.

T = Technical Evaluation Score of each Agency.

HT = Highest Technical Evaluation Score among the “Qualified Agencies”

Example:

<b>Bidders</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Total Technical Score (T)</b>	60	<b>65</b>	55
		<b>HT</b>	
<b>Financial Bid in Rs. (C)</b>	<b>35</b>	25	30
		<b>LC</b>	
<b>Score</b>	<b><math>(LC/C)*35 + (T/HT)*65</math></b>		
<b>Final Score (HS)</b>	84.890	100.000	84.159

**Bidder with the Highest Score (HS) will be the final bidder; in the above example Bidder 2 is the Final bidder.**

**Price Negotiation:**

StockHolding shall reserve the right to negotiate with the Bidder(s) whose proposal has been ranked best in terms of the composite score evaluation for the proposed Project under the following conditions:

- a) The score till three places of decimal will be considered for comparing
- b) In case of tie in the score between more than one bidders, the bidder securing highest score in the Technical evaluation shall be considered. If the said bidder is not in a position to accept the bid, the next H1 bidder will be considered based on technical score.
- c) In case the bidder securing the highest score in the evaluation is not in a position to accept and execute the contract, then the purchaser may negotiate with the next bidder securing the next highest Score (i.e. H2, H3 and in that order).
- d) On this basis, the final contract agreement would be firmed up for award & signing.

**7. PROJECT TIMELINES AND PAYMENT MILESTONES**

**7.1 PROJECT TIMELINES: THE PROJECT HAS TO BE COMPLETED IN ALL RESPECT AND MIGRATED TO LIVE WITHIN 6 MONTHS OF ISSUE OF PURCHASE ORDER. THE INTERVENING TIMELINES CAN BE DECIDED BY BIDDERS.**

Sr. No.	Milestone	Maximum timeline
1.	Submission of final project time, implementation plan and Signing of SLA.	02 weeks from date of Purchase Order
2	Configuration and Delivery of Development & maintenance of online platform for document execution, installation, deployment, integration and configuration of the solution.	Bidder in consultation with Stock Holding
3.	UAT clearance and Security Review of the solution and closure of observations of security review and readiness for production setup. Helpdesk setup and manpower deployment.	Bidder in consultation with Stock Holding
4.	Training of Stock Holding's staff	Bidder in consultation with Stock Holding
5.	Go live timelines for setup of new sites as per the requirement of Stock Holding	Six months for Phase 1 Three months for Phase 2 after Phase 1

**7.2 PAYMENT TERMS**

- a) Payment Schedule for system development work (Payment Milestone and Payment Due)
  - a. Initial Payment – Purchase order/ Signoff 25% for Entire Development cost
  - b. Completion of User Acceptance Testing 50% of phase completed
  - c. Deployment – Go Live 25% of the Phase completed
- b) Successful bidder will claim the payment by raising bills as per the above said milestones. Applicable taxes will be payable at actual as per prevailing rate of taxes and as per Government notification. Applicable deduction if any may / will be recovered (deducted) from the payment(s).
- c) No AMC will be payable for the first year, after implementation of Phase 1 and all deficiencies pointed out have to be resolved without any extra charges. Second year of Phase 1 onwards Quarterly AMC charges will have to be billed in advance in the first month of AMC starting period.
- d) Change Request Charges to be raised monthly for live deployments in that particular month. The Change Request Hourly Charges to be provided by the bidder.
- e) The payment will be made only against invoices duly stamped and signed by the user department of Stock Holding. Invoices shall be raised as per the following details

eServices & Government Business Department  
 Stock Holding Corporation of India Ltd.,  
 SHCIL HOUSE,  
 Plot no: P-51, TTC Industrial Area, MIDC,  
 Mahape, Navi Mumbai – 400710



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- f) The Successful Bidder shall permit StockHolding to hold or deduct the amount from bill for non-performance or part performance or failure to discharge the obligations under this contract.
  - g) In case GST is not paid by the bidder, StockHolding will recover the same from the next bill or any other works carried out by the bidder.

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## 8. SERVICES AND WARRANTY INCLUDING AMC

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### 8.1 SERVICES

- a) All professional services necessary to successfully implement the proposed Software Solution will be part of the RFP/Contract.
- b) Bidder should ensure that, key personnel with relevant skill-sets are available to StockHolding in a timely manner as required for the project.
- c) Bidder should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- d) Bidder shall be willing to transfer skills to relevant personnel from StockHolding, by means of training and documentation.
- e) Bidder shall provide legally valid Software Solution. The detailed information on license count and type of license shall also be provided to StockHolding.
- f) The Bidder shall keep StockHolding explicitly informed on the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS/S&S from bidder at the bidder's own cost.

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## 9. TERMS AND CONDITIONS WITH DETAILS

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- a) **Taxes & levies:** Applicable taxes payable are at actual and as per the prevailing rate of Government notification. Applicable deduction if any, may / will be recovered (deducted) from the payment(s)
- b) **Force Majeure:** Neither StockHolding nor the bidder shall be responsible for any failure to fulfill any term or condition of the CONTRACT, if and to the extent that fulfillment 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 defense 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 agreed alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

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

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

- c) **Dispute Resolution:** In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavor 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

d) **Right to alter RFP:**

- a. Stock Holding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. Stock Holding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever.
- c. Stock Holding reserves the right and in its sole discretion of inclusion of any addendum to this entire Bid process. The Bidders shall not claim as a right for requiring Stock Holding to do the aforesaid.
- d. At any time before the deadline for submission of Bids / offers, Stock Holding may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP / Bid Document and all such modifications shall be binding on them.
- e. All prospective Bidders who have received this RFP shall be notified about the amendment on Stock Holding's website ([www.stockholding.com](http://www.stockholding.com)) and on Auction Tiger website (<https://StockHolding.auctiontiger.net>) and all such amendments shall be binding on them.
- f. If required in order to allow prospective Bidders reasonable time in which they need to take the amendment into account in preparing their Bids, Stock Holding at its sole discretion reserves the rights to extend the deadline for the submission of Bids. However, no request from the Bidder, shall be binding on Stock Holding for the same. Stock Holding's decision in this regard shall be final, conclusive and binding on all the Bidders.

e) **Integrity Pact:** The bidder will have to enter in to an Integrity Pact with Stock Holding Corporation of India Limited. The format (text) for the Integrity Pact is provided as Annexure-IV. The successful bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful bidder.

f) **Sub-Contracting :** No Sub- Contracting is allowed for this RFP but services can be taken from other service providers.

g) **Non-Disclosure Agreement (NDA):** The successful bidder will sign a Non-Disclosure Agreement (NDA) with Stock Holding Corporation of India Limited. A Draft NDA is enclosed with this RFP. Acceptance of all clauses mentioned in the NDA (Draft) need to be provided by the bidders along with the Bid.

h) **Performance Bank Guarantee (PBG):** Successful Bidder shall, at its own expense, deposit with Stock Holding, within seven (7) days on issuance of Purchase Order, a Performance Bank Guarantee (BG) for the value of **INR.10 Lakhs** from scheduled commercial banks. This Performance Bank Guarantee shall be valid up to 90 days beyond the completion of the contract period (Successful Installation followed by 5 years

of warranty period).

Performance Bank Guarantee may be discharged/returned by StockHolding upon being satisfied that there has been due performance of obligations by the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee. Stockholding reserves the right to invoke the BG in event of non-performance by the System Integrator/bidder

Failure of the successful Bidder to comply with the requirement of the performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture Of the EMD, in which event StockHolding may award the Contract to the next best evaluated Bidder or call for new Bids. Any decision in this regard by StockHolding shall be final, conclusive and binding on the successful Bidder.

- i) **Rejection of Bid:** Any submitted bid not accompanied by EMD as mentioned above, shall be summarily rejected by StockHolding, without any further correspondence. The EMD shall not bear any interest

***The EMD shall be forfeited:***

- a) If a Bidder withdraws his/her bid during the bid validity period; or
  - b) If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
  - c) If the Successful Bidder fails to sign the contract and or furnish performance security and other guarantee(s)/security in the form and manner to the satisfaction of StockHolding, as mentioned in the Bid Documents; or
  - d) In the event of any evasion, avoidance, refusal or delay on the part of the Successful Bidder to sign and execute the order/ purchase order/ service order or any document, as may be required by StockHolding in case the Bid is accepted. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder.
- j) **Discharge of EMD:** StockHolding shall promptly request the Successful Bidder to provide performance security / performance guarantee. EMD of such Bidder shall be discharged on signing of the Contract and upon furnishing the performance guarantee / security to the satisfaction of StockHolding. The EMD of all unsuccessful Bidder(s) shall be discharged / returned as promptly as possible as but not later than 90 (ninety) days after the expiry of the Bid Validity Period.
- k) **Right to accept / Reject BID:** StockHolding reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for StockHolding's action. Any decision in this regard by StockHolding shall be final, conclusive and binding on all the Bidders
- l) **Acceptance of Bid:** Prior to the expiration of the period of Bid validity, StockHolding will

notify the successful Bidder in writing, that its bid has been accepted.

**m) Execution of Documents:**

- i. After StockHolding notifies the Successful Bidder that its bid has been accepted, the Bidder should sign the Contract and complete the execution of all other documents within 15 business days of the acceptance of LOI / PO. The signing of Contract should be accompanied by the submission of Performance Bank Guarantee and any other legal Document etc.
- ii. Payment of stamp duty on signing of contract would be as per laws applicable in the State of Maharashtra.
- iii. The Bidder shall bear all costs and expenses for the execution of stamp duty and submission of the contract and agreements. StockHolding shall not be responsible or liable for reimbursing / compensating these costs and expenses.
- iv. The incidental expenses of execution of the Contract as well as the conditions stipulated in the contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of StockHolding including but not limited to the right to levy / impose and recover penalties as specified in this RFP or Contract.

**n) Termination of contract:**

- i. StockHolding reserves the right to terminate the contract without any compensation and by giving the Bidder 90 day's prior notice & the Bank Guarantee will be invoked forthwith, if the performance of the Bidder is found to be unsatisfactory or not meeting the Service Level Requirement at any point of time. Any decision in this regard of StockHolding shall be final, conclusive & binding on the successful Bidder.
- ii. The agreement may be terminated by either-side by giving three months' notice on infringement of any terms & conditions of the agreement or failure to perform any obligation under the agreement or inability of any of the parties to continue with the performance of the agreement. However, it would be the responsibility of each party to assist the other party in orderly termination of the agreement.
- iii. The bidder agrees that in the event of termination of this agreement, the bidder shall continue to provide services in the same manner for the notice period. The bidder agrees to co-operate with StockHolding for the smooth transfer of the subject matter of this agreement to any other party appointed for this purpose by StockHolding.
- iv. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, StockHolding shall reserve the right to take any steps as are necessary, to ensure its business continuity.
- v. Termination for Insolvency: StockHolding may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not

prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to StockHolding.

- vi. Termination for Default: StockHolding, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

**o) Dispute Resolution:**

- i. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:
  - a) The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within twenty one (21) days of receipt of this notice.
  - b) The matter will be referred for negotiation between Authorized Representative's from StockHolding and Vendor/Contractor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.
- ii. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- iii. The Bidder shall not be entitled to suspend the provision of the Services or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
- iv. The provision under this section survives the contract.

**p) Adherence to safety procedures, rules regulations and restrictions:**

- i. Bidder shall comply with the provision of all laws including labor and industrial laws, rules, regulations and notifications issued there under from time to time. All safety and labor and industrial laws enforced by statutory agencies and by StockHolding shall be applicable in the performance of this Contract and Bidder shall abide by these laws. The Bidder/Contractor shall keep StockHolding indemnified for any loss, damage,



- claims, costs, charges, expenses, etc. arising out of and/or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.
- ii. Bidder shall take all measures necessary or proper, to protect the personnel work and facilities and shall observe all reasonable safety rules and instructions.
  - iii. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
  - iv. Bidder shall also adhere to all requirement/regulations of StockHolding during the execution of the work.
- q) **Governing Law:** This Contract shall be governed in accordance with the law of India. These provisions shall survive the Contract
- r) **Jurisdiction of Courts:** This Contract shall be governed in accordance with the law of India. These provisions shall survive the Contract
- s) Any System change requests have to be carried out by the bidder on chargeable basis on mutually agreed rates to be agreed before issuance of purchase order.
- t) Each change request will be distinct and charge for same will be calculated on the basis of man-days calculated by bidder for completion of work. For this purpose, bidder has to provide detailed bifurcation of work to be done with translation into man-hours and same has to be agreed on case to case basis. Eight Man-hours will constitute for 1 man-day.



**ANNEXURE–I: BID FORM AND LETTER OF ACCEPTANCE**

[On Company's letter head] (To be included in Technical Bid)

Date: \_\_\_\_\_

To:  
e-Services Department  
Stock Holding Corporation of India Limited  
Plot No. P-51, T.T.C. Industrial Area  
M.I.D.C., Mahape, Kalyan-Shil Road  
NaviMumbaiPIN400710

Dear Sir,

**Ref: StockHolding/e-Services/RFP- DigiDoc/22-23/002**

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / corrigendum / revisions, if any, furnished by StockHolding and we offer to supply, Install, Customize, test, commission and support the desired Software Solution detailed in this RFP. We have necessary infrastructure, experience, expertise to undertake software development and maintenance activity.

- A. While submitting this Bid, we certify that:
- a) The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
  - b) We are not in contravention of conflict of interest obligation mentioned in this RFP.
  - c) Commercial bid submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
  - d) The Commercial bid submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
  - e) We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
  - f) We have quoted for all the products/services mentioned in this RFP in our Commercial Bid.
  - g) The rate quoted in the Commercial Bids are as per the RFP and subsequent pre- Bid clarifications/ modifications/ revisions furnished by the StockHolding, without any exception.
- B. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, StockHolding will have right to disqualify us from the RFP without prejudice to any other rights available to StockHolding.
- C. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by StockHolding.

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- D. We agree to abide by all the RFP terms and conditions, contents of Service Levels of this RFP and the rates quoted therein for the orders awarded by StockHolding up to the period prescribed in the RFP, which shall remain binding upon us.
- E. Till execution of a formal contract, the RFP, along with StockHolding’s notification of award by way of issuance of Purchase Order and our acceptance thereof, would be binding contractual obligation on StockHolding and us.
- F. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- G. We hereby certify that our name does not appear in any “Caution” list of any other regulatory bodies.
- H. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any State Government / Central Government / PSU
- I. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by StockHolding to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.
- J. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by StockHolding in the RFP document.
- K. I/We certify that all information furnished by us is true & correct and in the event that the information is found to be incorrect /untrue or found violated, then you shall without giving any notice or reason thereof or summarily reject the Application or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full security deposit / earnest money deposit absolutely.

Dated this ..... day of .....20.....

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**REQUEST FOR PROPOSAL****Development & Maintenance of Online platform for Document Execution****ANNEXURE-II: TECHNICAL BID**

Performa of Technical Profile to be uploaded Online at <https://StockHolding.auctiontiger.net>  
**(On the letterhead of the bidder)**

**PERFORMA FOR TECHNICAL BID 1**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Information to be filled /document to be uploaded</b>
1	Name & address of the Proprietary Concern / Company / Partnership Firm	Information to be filled
2	Correspondence Address	Information to be filled
3	Registered Address	Information to be filled
4	Contact Person :Name, e-mail id, Contact details	Information to be filled
5	GST Registration Certificate	Upload
6	Signed copy of Pan Card	Upload
7	Experience in Services (in years)	Information to be filled
8	Acceptance Letter - Annexure: I	Upload
9	Authorization for signing of RFP Document and or POA/BR.	Upload
10	Details of Bank Account : i. Name and Type of account : ii. Account number : iii. MICR number : iv. Bank name with full address and PIN code	Cancelled Cheque to be uploaded
11	Bidder will have to execute an Integrity pact with the Corporation.	to be uploaded (Annexure IV)
12	MSME certificate (if any)	to be uploaded
13	Cost of Bid Document details	Upload proof
14	Earnest Money Deposit details	Upload proof
15	Bidder should be Registered Company or LLP and should be in business for more than 5 years as on 31 <sup>st</sup> March, 2022	Declaration as per format given in Annexure VII supported with Certificate of Incorporation /Registration, MOA and AOA, License and relevant document
16	Bidder should have at least 5000 square feet office in India.	Declaration as per format given in Annexure VIII with supporting documents
17	Bidder must have minimum 100 IT resources on its rolls at the time of submission of bid.	Declaration as per format given in Annexure IX with supporting documents
18	Bidder must be capable of providing 24 X 7 support.	Declaration as per format given in Annexure X with supporting documents on Company letter head duly signed by authorized signatory

**REQUEST FOR PROPOSAL****Development & Maintenance of Online platform for Document Execution**

20	The Bidders should have a minimum average turnover of INR 7 Cr. And must have positive net worth as per the audited financial statement in each of last 3 years. [CA Certificate to be submitted].	Declaration as per format given in Annexure XII supported with CA certificate for FY's 2019-20, 2020-21, 2021-22 mentioning turnover and profit
21	The Bidder shall produce a self-declaration that there are - (a) no vigilance cases pending against it (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation bidder and (c) The Bidder has not been blacklisted by any public sector organization.	Declaration as per format given in Annexure XIII
22	The bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last seven years.	Relevant signed document / PO/ LOI / WO to be submitted Annexure XVII
23	The bidder should have developed and delivered similar type of Applications to other entities with contract value greater than INR 20 lakhs	Declaration as per format given in Annexure XIV along with supporting documents.
24	The Bidder should have given service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years	Detail on number of such projects along with copies of Purchase order/ documentary evidence Annexure XVI
25	The Bidder should provide StockHolding the client's list and the contact number of the clients	Self-declaration
26	CMM Certification	Certificate to be uploaded
27	Unique Integrations done with different types systems.	Detail on number of such projects along with documentary evidence Annexure XVIII

**REQUEST FOR PROPOSAL**

**Development & Maintenance of Online platform for Document Execution**



**PERFORMA FOR TECHNICAL BID 2**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Information to be filled /document to be uploaded</b>
1	Business & Functional Requirements	Annexure XV to be uploaded
2	Solution Architecture & Technical Requirements	Proposed Solution Architecture to be Uploaded
3	Project Plan	Project Plan to be uploaded. Delivery of project w.r.t quality, testing, time, frequency of meetings with stakeholders, tools used, WBS, milestones the bidder to complete the project as per requirements.

The bidder shall upload the scanned copy of receipt as a proof of depositing EMD/tender fees along with Bids. Otherwise the bids in electronic form will not be considered. Firms registered under National Small Industries Corporation (NSIC) / Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD and shall upload the scanned copy of necessary documents.

Bidder should submit all supporting documents at the time of submitting technical bid, duly signed and stamped on their company's letter head.

Any other relevant information.

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**Signature:**

**Name of the Authorized Person:**  
**(Authorized for this RFP)**

**Designation:**

**Company Seal:**

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**ANNEXURE-III: COMMERCIAL BID FORMAT**

*(On the letterhead of the bidder to be uploaded online at <https://StockHolding.auctiontiger.net>)*

**PERFORMA FOR FINANCIAL BID**

We have gone through the details of the tender, obtained necessary clarifications to understand the total scope of work after having discussions with StockHolding officials. We hereby give our offer to the entire satisfaction of StockHolding, in response to tender.

Sr. No.	Name of the Items	Unit Rate (INR.) in Figures (Excluding taxes)	Unit Rate (INR.) in Words (Excluding taxes)
A	System Development & Implementation cost Phase 1		
B	System Development & Implementation cost Phase 2		
C	AMC charges FOR 4 years		
D	Total (A + B+C)		
E	Applicable Tax (E)		
F	Grand Total (E+F)		

The Bidder will be evaluated based on Total (D)

Note:

1. The lowest bidder in commercial bid will be based on the Total D(A + B+C).
2. The total price is exclusive of Taxes and it will be paid at actuals.
3. Bidder has to quote for all the above listed items, incase no rate is filled; StockHolding reserves the right to reject the Commercial Bid. The Financial Bid will be opened only for the Bidders who have scored 60 or more marks in the Technical evaluation-1.
4. No AMC will be payable for the first year , after implementation and all deficiencies pointed out have to be resolved without extra charges. Thereafter Quarterly AMC charges will have to be billed in advance in the first month of AMC starting period.
5. Technical score (65% weightage) + Commercial score (35% weightage) will be arrived at and combined to arrive at the successful bidder.
6. The Techno-Commercial Evaluation will take into consideration the Score obtained in the Technical Evaluation as well as the Price bid quoted in the Commercial bid.

11. "Highest Score" will be calculated for all "Qualified Agencies" using formula, given below:

$$\text{Highest Score} = (\text{LC}/\text{C}) * 35 + (\text{T}/\text{HT}) * 65$$

- a. Where:
- b. LC = Lowest "amount" among the qualified Agencies.
- c. C = Individual Amount quoted by each bidder.
- d. T = Technical Evaluation Score of each Agency.
- e. HT = Highest Technical Evaluation Score among the "Qualified Agencies"

2. Example:

Bidders	1	2	3
Total Technical Score (T)	60	65	55
		HT	
Financial Bid in Rs. (C)	35	25	30
		LC	
Score	$(LC/C)*35 + (T/HT)*65$		
Final Score (HS)	84.89	100.00	84.15

3. Bidder with the Highest Score (HS) will be the final bidder; in the above example Bidder 2 is the Final bidder.

**ANNEXURE-IV: COVERING LETTER (Integrity Pact)**

(To be executed on plain paper and submitted along with Technical Bid for Tenders having a value of Rs.10 Lakh or more (for Administration department) and Rs.20 lakh or more (IT department). To be signed by the same signatory competent/ authorized to sign the relevant contract on behalf of StockHolding.)

( \_\_\_\_\_ Name of the Department / Office) Tender  
No. \_\_\_\_\_ for \_\_\_\_\_

**(Each Tender must have Distinct Number and Subject Matter)**

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on \_\_\_\_\_ day of the \_\_\_\_\_, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

**And**

M/s. \_\_\_\_\_  
\_\_\_\_\_ (with complete address and contact details) represented by Shri \_\_\_\_\_ (i.e. Vendors / 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 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 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 Process treat all Bidder(s)/Counter Party (ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender 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 Process or the Contract execution.
  - c) The Principal / Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

## **II. Commitments of Counter Parties/Bidders**

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.
4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Technical Bid, as given at **Annexure A**. If bids are invited through a Consultant a Declaration has to be submitted along with the Technical Bids as given at **Annexure B**.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, 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 commit to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.

14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender.
15. The term `relative` for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender 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 process or the contract, if already awarded, can be terminated for such reason.

### **III. Disqualification from Tender Process and exclusion from Future Contracts**

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

### **IV. Consequences of Breach**

Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal /

StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.
2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal / StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

#### **IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties**

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

#### **VI. Independent External Monitor (IEM)**

1. The Principal / Owner / StockHolding 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, StockHolding.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's Tender Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.

4. In case of tenders having value of 5 crore or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender and shall keep the IEM apprised of all the developments in the Tender Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /Stockholding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit 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, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word 'IEM' would include both singular and plural.

#### **VII. Duration of the Integrity Pact (IP)**

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded.

If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

#### **VIII. Other Provisions**

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding /Principal / Owner who has floated the Tender.
2. Changes and supplements in any Procurement / Services Contract / Tender 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 / 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- A

**Covering Letter with each tender (above Rs. 1.00 lakh or more) on StockHolding's. Letterhead**  
(For Tenders issued by StockHolding directly)

Ref: StockHolding / 2022-23

Dated:

To,  
-----  
-----

Sub: Tender no. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir

**Declaration**

Stock Holding Corporation of India Limited (StockHolding )hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. 015/VG:/012-276469 dated February 25, 2015 and stands committed to following the principles of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (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 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 StockHolding

Yours faithfully,

**For and on behalf of StockHolding.  
(Authorized Signatory)**

Note: The copy of the Integrity Agreement, duly signed by the Authorized Signatory shall be provided to the bidders on specific request.

Annexure-B

Covering Letter with each tender (above Rs. 10 lakh or more) on Consultant's Letterhead  
(For Tenders invited through a Consultant viz. EPCM/PMC Contracts)

Ref: StockHolding/ /2015-16

Dated:

To,  
-----  
-----

Sub: Tender no. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir

Declaration

We, the consultant, on behalf of StockHolding hereby declares that StockHolding has adopted Integrity Pact Program as advised by Central Vigilance Commission vide its Letter No. 015/VG:/012-276469 dated February 25, 2015 and stands committed to following the principles of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (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 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 StockHolding

Yours faithfully,  
For and on behalf of (Name of Consultant)

(Authorized Signatory of the Consultant)

Note: The copy of the Integrity Agreement, duly signed by the Authorized Signatory shall be provided to the bidders on specific request.

\*\*\*\*\*



**REQUEST FOR PROPOSAL**

**Development & Maintenance of Online platform for Document Execution**



**ANNEXURE-V: PRE-BID QUERY FORMAT FOR BIDDER**

*To be submitted in excel file format only and to be sent to the email as mentioned below.  
esidigidoc@stockholding.com*

**Format of pre – bid queries**

**Subject line of email:** “e - Tender for software development &Maintenance for StockHolding - “(bidder name)”

**Bidder Name:**

**Contact Person:**

**Contact no / email id:**

<b>Sr. No.</b>	<b>RFP Ref Page. No.</b>	<b>Clause No.</b>	<b>Existing Clause Details</b>	<b>Clarification Sought</b>
1				
2				
3				

Name of the Authorized Person:

Designation:

**ANNEXURE–VI: DRAFT NDA**

**MUTUALNON-DISCLOSUREAGREEMENT**

This Non-Disclosure Agreement (herein after “Agreement”)is executed on this \_\_\_\_\_ day of \_\_\_\_\_, 2022byandbetween

Stock Holding Corporation of India Limited, a company incorporated under the Companies Act, 1956andhavingitsregisteredofficeat301, CentrePoint, 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 DisclosingPartyandthePartyreceivingConfidentialInformationshallbereferredtoasReceiving 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.

ConfidentialInformationandExclusions:ConfidentialInformationshallmeanandinclude(a)any informationreceivedbytheReceivingPartywhichisidentifiedbyDisclosingPartyasconfidential 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,memorandaor other documents, know-how, ideas, concepts, strategies, trade secrets, product or services, results obtained by using confidential information, prototype, client or bidder 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 f any confidentiality agreement; (c) is independently developed by the Party without use of Confidential Information disclosed herein;

(d) is disclosed pursuant judicial order or requirement of the governmental bidder or by operation of law, provided that here 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 there of secure and in such away so as or 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 for therein 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 grant igniting 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 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).

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To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by 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-time 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 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

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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:

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**ANNEXURE–VII: Declaration of being in business for more than 5 years consecutive experience as on 31st March 2022.**

*(To be given on Company Letter Head)*

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration for being in business for more than 5 years consecutive experience as on 31st March 2022**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is a reputed and **established** entity in the business with a \_\_\_\_\_ **years** of consecutive experience as on 31st March 2022.

Please find enclosed the following supporting documents for the same:

1. Certificate of Incorporation/Registration
2. License
3. *Any other relevant document(s)*

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

**ANNEXURE–VIII: Declaration regarding Bidder’s having at least 5,000 sq. ft. office in India**  
*(To be given on Company Letter Head)*

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding Bidder having at least 5,000 sq. ft. office in India.**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is having  
\_\_\_\_\_sq. ft. area for business operation in India.

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

**ANNEXURE–IX: Declaration regarding Bidder’s employing at least 100 employees on its rolls.**  
*(To be given on Company Letter Head)*

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding employing at least 100 IT resources on rolls.**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is employing \_\_\_\_\_ number of IT resources on its rolls as on date of submission of bid.

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**



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**ANNEXURE–X Declaration regarding Bidder’s being capable of providing 24/7 support  
(To be given on Company Letter Head)**

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding bidder providing 24/7 support**

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Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) has the capability of providing 24/7 support with respect to Development& maintenance of online platform for document execution.

Please find enclosed copy of documentary evidence (if any).

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

**ANNEXURE: XI Declaration regarding CMM Certification**

*(To be given on Company Letter Head)*

**Date:**

**To,**

**E-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding Bidder's CMM Certification**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is a CMM Level \_\_\_\_\_ company with validity upto \_\_\_\_\_.

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

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**ANNEXURE–XII Declaration regarding Bidder’s minimum average Turnover of INR 7 Crore with profit in each of the last 3 financial years**

*(To be given on Company Letter Head)*

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding minimum Turnover of INR 10 Crore with profit in each of the last 3 financial years.**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is having minimum turnover of INR.10 Crore with profit in each of the last 3 financial years as per the audited financial statement. Please find enclosed CA certificate for Turnover & Profit for each of the financial year:

1. 2019-20

2. 2020-21

3. 2021-22

**Average Yearly turnover of the company in the last three financial years is:**

\_\_\_\_\_ Crs. (figs)

\_\_\_\_\_ Crores. (Words)

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

ANNEXURE–XIII Self-Declaration

*(Undertaking to be submitted on Bidder Company's Letter Head)*

**Self-Declaration**

To,  
**e-Services Department**  
**Stock Holding Corporation of India Ltd.,**  
**SHCIL HOUSE,**  
**Plot no: P-51, TTC Industrial Area, MIDC,**  
**Mahape, Navi Mumbai – 400710**  
**e-Tender for selection of software bidder (Development and Maintenance of online platform for document execution.**

**RFP no.** \_\_\_\_\_

We, [●] (name and designation) on behalf of [●] having its registered office at [●] have submitted a Bid proposal to StockHolding for [●] in response to the Request for Proposal (RFP) dated issued [●] by StockHolding.

We are duly authorized persons to submit this undertaking.

We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.

We do not have any business relationship with StockHolding including its directors and officers which may result in any conflict of interest between us and StockHolding. We shall on occurrence of any such event immediately inform the concerned authorities of the same

We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.

We have provided with all necessary information and details as required by StockHolding and shall provide with such additional information may be required by StockHolding from time to time.

Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any Organizations, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.

There are no vigilance pending against us/company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation bidder.

All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.

We also undertake that; we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to StockHolding.

It is further certified that we have not modified or deleted any text/matter in this RFP. Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2022

Signature:

**(Company Seal)**

**In the capacity of duly authorized to sign bids for and on behalf of.**

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**ANNEXURE: XIV Declaration regarding Bidder’s having delivered similar type of Applications to other entities with contract value greater than INR 20 lakhs (To be given on Company Letter Head)**

**Date:**

**To,**

**e-Services Department**

**Stock Holding Corporation of India Ltd.,**

**SHCIL HOUSE,**

**Plot no: P-51, TTC Industrial Area, MIDC,**

**Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding Bidder having delivered similar type of Applications to other entities with contract value greater than INR 20 lakhs.**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) has delivered similar type of Applications to other entities with contract value greater than INR 20 Lakhs:

S. No.	Name of Company/Organization	Contract Value (INR)	Date of Delivery

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

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ANNEXURE: XV Declaration regarding Bidder’s Business and functional requirements for Technical evaluation-2 (To be given on Company Letter Head)

Date:
To,
e-Services Department
Stock Holding Corporation of India Ltd.,
SHCIL HOUSE,
Plot no: P-51, TTC Industrial Area, MIDC,
Mahape, Navi Mumbai - 400710

Sub: Declaration regarding Bidder’s Business and functional requirements for Technical evaluation-2

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) hereunder declares w.r.t. the solution being officered:

Table with 6 columns: sl no, Particulars, Name the component and the subcomponent which will be used to solve the business requirement and whether it will be through SaaS/PaaS or built from Scratch, Efforts in Man Days, Experience of Developing similar feature in another product/system development. No of times this feature has been Developed and Implemented, Sample Demo of this feature. Row 1: Business requirement 1

Signature:
Name of the Authorized Person:
(Authorized for this RFP)
Designation: `

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**ANNEXURE: XVI Declaration regarding bidder having given atleast one service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years *be given on Company Letter Head***

**Date:**

**To,  
e-Services Department  
Stock Holding Corporation of India Ltd.,  
SHCIL HOUSE,  
Plot no: P-51, TTC Industrial Area, MIDC,  
Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding bidder having given atleast one service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) has given atleast one service to the Government / PSU / BFSI / Insurance sectors in India or outside India in the past seven years

Project	Name of Company/Organization	Date of Delivery
1		
2		
3		
4		

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**

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**ANNEXURE XVII: Declaration regarding bidder submission of at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked in the past seven years (to be given on Company Letter Head)**

**Date:**

**To,  
e-Services Department  
Stock Holding Corporation of India Ltd.,  
SHCIL HOUSE,  
Plot no: P-51, TTC Industrial Area, MIDC,  
Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding bidder submission of at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked in the past seven years**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) is giving at least 3 CSPR reports of the past seven years

Project	Name of Company/Organization
1	
2	
3	
4	
5	
Pls add	

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:  
(Authorized for this RFP)**

**Designation:**



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**ANNEXURE: XVIII Declaration regarding Bidder Having done atleast 5 Unique Integrations with different types systems- in last 7 years(To be given on Company Letter Head)**

**Date:**

**To,  
e-Services Department  
Stock Holding Corporation of India Ltd.,  
SHCIL HOUSE,  
Plot no: P-51, TTC Industrial Area, MIDC,  
Mahape, Navi Mumbai - 400710**

**Sub: Declaration regarding Bidder Having done atleast 5 Unique Integrations with different type's systems- in last 7 years**

Dear Sir,

I/We hereby certify that \_\_\_\_\_ (Company Name) confirm to having done the following in last 7 years:

Having done atleast 5 Unique Integrations with different types systems- in last 7 years

S. No.	Name of Company/Organization	Date of Delivery
1		
2		
3		
4		
5		

Please find enclosed copy of documentary evidence.

**Signature:**

**Name of the Authorized Person:**

**(Authorized for this RFP)**

**Designation:**