GUJARAT STATE HANDLOOM & HANDICRAFTS DEVELOPMENT CORPORATION LIMITED

(A Government of Gujarat Undertaking)

Handloom Technology Institute Building, Near Mahatma Mandir, Sector-13, Gandhinagar, Gujarat – 382016

Garvi Gurjari

REQUEST FOR PROPOSAL (RFP) / TENDER DOCUMENT

for

Selection of Agency to Operate & Manage the Central Store of Gujarat State Handloom & Handicrafts Development Corporation Limited

Selection Method: Quality and Cost Based Selection (QCBS)

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1. Disclaimer

1. This Request for Proposal (RFP)/Tender is issued by the Gujarat State Handloom & Handicrafts Development Corporation Limited (“GSHHDCL” or the “Corporation”).
2. The information contained in this RFP, whether provided verbally or in documentary or any other form by or on behalf of GSHHDCL or any of its employees or advisors, is provided to Bidders on the terms and conditions set out herein and such other terms and conditions subject to which such information is provided.
3. This RFP is neither an agreement nor an offer by GSHHDCL to any prospective Bidder or other person. Its purpose is to provide interested parties with information that may assist them in formulating their proposals. The assumptions, assessments and statements contained herein may not be complete, adequate or accurate, and each Bidder should independently verify the contents and obtain independent advice as necessary.
4. The information provided is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
5. GSHHDCL, its employees and advisors make no representation or warranty and shall have no liability to any person for any loss, damage, cost or expense arising from reliance on this RFP.
6. GSHHDCL reserves the right, prior to the Bid Due Date, to update, amend or supplement the information contained in this RFP through corrigenda/addenda uploaded on the Gem portal, which shall be binding on all Bidders.
7. Issuance of this RFP does not bind GSHHDCL to select any Bidder or to award the contract. GSHHDCL reserves the right to reject all or any Bids without assigning any reason. Mere submission of a responsive Bid does not guarantee selection.
8. Bidders shall bear all costs associated with the preparation and submission of their Bids, including costs of presentations or demonstrations, and GSHHDCL shall not be liable for the same under any circumstances, regardless of the outcome of the bidding process.

2. Tender Notice & Summary

Gujarat State Handloom & Handicrafts Development Corporation Limited invites online bids from eligible, experienced agencies for the operation and management of the Corporation's Central Store, including supply of requisite consumables and materials, on a Quality and Cost Based Selection (QCBS) basis, through the Government Gem portal, as detailed in this document.

Mode of Bidding: Two-Envelope System (Technical Proposal + Financial Proposal) submitted online through the Government Gem portal. In the event of any variation between this document and the portal's instructions, the portal's instructions shall prevail.

2.1 Summary & Data Sheet

Key Information	Details
Assignment Title	Selection of Agency to Operate & Manage the Central Store of GSHHDCL, Gujarat
Client	Gujarat State Handloom & Handicrafts Development Corporation Limited (GSHHDCL)
Location(s)	Central Store, Handloom Technology Institute Building, Near Mahatma Mandir, Sector-13, Gandhinagar – 382016, and the

Key Information	Details
	warehouse facility at Plot No. 907/15,16,19,20 GIDC, Sector-28, Gandhinagar – 382028 (details at Annexure 1)
Mode of Selection	Quality and Cost Based Selection (QCBS) – Combined Technical (70%) and Financial (30%) score, through the Two-Envelope e-Procurement system
Contract Period	12 (twelve) months from the date of commencement of services. Extension, if any, shall be only with the approval of the Competent Authority, on the same terms and rates, subject to satisfactory performance and administrative requirement. No automatic extension shall arise.
Bid Value	Rs.55,00,000/-
Bid Security / EMD	Rs. 1,65,000/- (Rupees One Lakh Sixty-Five Thousand only) in the form of Demand Draft / Bank Guarantee / Fixed Deposit Receipt in favour of Gujarat State Handloom and Handicraft Development Corporation Limited, payable at Gandhinagar, or as per portal notice. EMD of unsuccessful bidders shall be returned without interest.
Bid Validity	180 days from the last date of Bid submission, unless extended by GSHHDCL
Performance Security	5% of the annual contract value, to be submitted within 15 days of issue of the Letter of Award, in the form permitted by GSHHDCL/portal. Valid for the Contract Period plus 180 days.
Minimum Technical Score	70 out of 100 marks to be considered “Technically Qualified” for opening of Financial Proposal
Basis of Award	Highest Combined Score (Technical 70% + Financial 30%) – see Section 8 (Evaluation)
Payment Terms	Monthly, in arrears, after certification of services and submission of complete invoice with supporting records
Employer of Deployed Staff	The Service Provider (successful bidder) only; no employer-employee relationship shall arise between GSHHDCL and the deployed staff
Jurisdiction	Courts at Gandhinagar, Gujarat

3. Definitions

Unless repugnant to the context or meaning thereof, the following words and expressions shall have the meanings ascribed below. Terms used but not defined herein shall bear their ordinary meaning or, where applicable, the meaning prescribed under Applicable Law.

- “Corporation” or “GSHHDCL” means Gujarat State Handloom & Handicrafts Development Corporation Limited.
- “Garvi Gurjari” means the Corporation's retail and exhibition brand identity, under which products are marketed through its chain of emporia across the country.
- “Central Store” means the Corporation's centralized warehouse/repository facility (including the Sector-13 and Sector-28 premises, Gandhinagar) used for receipt, quality control, storage, inventory management, barcoding, packaging and dispatch of products to Emporia and exhibitions.
- “Agency” or “Service Provider” means the agency selected through this RFP/Tender to operate and manage the Central Store, on its own payroll and responsibility.
- “Contract” means the contract executed pursuant to this RFP, including all recitals, schedules, annexures and attachments, as amended from time to time.
- “Contract Period” means 12 (twelve) months from the date of commencement of services, extendable only with the approval of the Competent Authority on the same terms and rates, subject to satisfactory performance.
- “Deployed Staff” or “Staff” means all personnel employed or engaged by the Agency (including casual or contract personnel) for the provision of services under this contract.
- “Training cum Procurement Centre (TCPC)” means the physical centres (eight across the State) that offer training to artisans, supply raw materials and procure products from artisans on behalf of GSHHDCL.
- “Emporium” means the sale outlets of GSHHDCL products across the country (currently about 21 such outlets).
- “Bidder” means a Person who has submitted a Bid pursuant to this RFP.
- “Bid Due Date” means the last date for submission of Bids, as notified on the Gem portal.
- “Bid Security” or “Earnest Money Deposit (EMD)” means the amount specified in the Summary & Data Sheet, submitted in the prescribed form.
- “Preferred Bidder” or “H1 Bidder” means the Technically Qualified Bidder securing the highest Combined Score under the QCBS method, whose Bid is accepted by GSHHDCL and to whom a Letter of Award (LOA) is issued.
- “Letter of Award (LOA)” means the letter issued by GSHHDCL to the Preferred Bidder communicating acceptance of its Bid.
- “Performance Security (PS)” means the security deposit to be furnished by the Preferred Bidder as a precursor to signing of the contract, equivalent to 5% of the annual contract value.
- “Applicable Laws” means all laws, rules, ordinances, notifications, regulations, bye-laws, directives, guidelines or other governmental restrictions brought into force by the Government of India and/or Government of Gujarat, applicable to this contract.
- “Force Majeure” has the meaning set out in Section 9 of this RFP.
- “Corrupt Practice”, “Fraudulent Practice”, “Coercive Practice”, “Undesirable Practice” and “Restrictive Practice” shall have the meanings ascribed in Section 10 (Fraud and Corrupt Practices) of this RFP.
- “Multiproduct Inventory / Warehouse Management Services” means the provision of warehouse/inventory management services for product categories such as (i) Clothing &

Accessories, (ii) Home Accessories & Furniture, (iii) Home Furnishing, (iv) Textiles, (v) Luggage & Bags, (vi) Collectibles & Souvenirs, (vii) Décor Products, and (viii) Handloom or Handicraft items.

4. Background & Introduction

4.1 About GSHHDCL

Gujarat State Handloom & Handicrafts Development Corporation Limited, an undertaking of the Government of Gujarat, was established in 1973 with the main objective of identification, revival and development of the handicrafts and handlooms of Gujarat. With the advent of GSHHDCL, it has been possible to develop handloom and handicraft products and a continuous process of providing design input to make the products suitable for contemporary lifestyles, without altering traditional craftsmanship. Thousands of artisans/weavers across rural, urban and remote areas of Gujarat are covered under its various training and design-development schemes.

GSHHDCL's products have received acclaim not only across the country but in overseas markets too. The Corporation markets products through its GARVI-GURJARI chain of emporia across the country and supplies to exporters.

4.2 The Central Store Initiative

GSHHDCL engages with artisans throughout the State by providing training, supplying raw materials, collecting finished products and providing marketing opportunities. The Training cum Procurement Centres (TCPCs) – eight across the State – are the first point of contact between artisans and GSHHDCL. The current process of TCPCs responding directly to Emporia has limitations such as inadequate quality control, design issues, batching issues and manual inventory.

To address these limitations, GSHHDCL has established a Central Store at Gandhinagar to rationalize the procurement of products from TCPCs, undertake stringent quality control, storage, stock management, inventorying, barcoding, packaging and coordinated transport to Emporia. GSHHDCL now invites Bids to select an Agency that can operate and manage this Central Store on a professional, outsourced basis.

4.3 Nature of Engagement

The engagement is purely on an outsourcing basis. The Deployed Staff shall at all times remain employees of the Service Provider only, on its payroll and under its responsibility and supervision. No employer-employee relationship shall arise between GSHHDCL and the Deployed Staff at any time, and such Staff shall have no claim for regularization, absorption or any benefit from GSHHDCL.

5. Pre-Qualification / Eligibility Criteria

Bidders must satisfy all of the following eligibility criteria to be considered for technical evaluation. Non-submission of any mandatory supporting document shall render the Bid liable for rejection as non-responsive.

Sr.	Eligibility Criteria	Supporting Documents
1	Bidder shall be a legally registered entity in India – a company under the Companies Act 1956/2013, a Partnership Firm, an LLP, or a Proprietorship – with valid PAN and GST registration.	Certificate of registration/incorporation, PAN & GST registration certificate
2	Bidder shall have a minimum of 1 (one) year of experience in facility management / warehouse operations / inventory management services for Government / PSU / Boards / Corporations / institutional clients/Industrial	Work order(s) and completion/ongoing certificate(s) clearly stating scope and timelines (Annexure 4)

Sr.	Eligibility Criteria	Supporting Documents
	Clients/Registered Companies (Multiproduct Inventory / Warehouse Management Services as defined herein; experience in at least one eligible product category, including handloom/handicraft items, is acceptable).	
3	Bidder shall have a minimum average annual turnover of Rs. 110 Lakhs in the last 3 financial years, supported by audited financial statements or a Chartered Accountant's certificate (UDIN to be mentioned).	CA certificate (Annexure 5)
4	No legal suit / criminal case pending or contemplated against the company, proprietor, or any of its directors/partners on grounds of impropriety or violation of law.	Self-declaration on company letterhead
5	Bidder shall not be blacklisted/debarred by any Government of Gujarat, Government of India, or State/Central PSU, Board, Corporation or institution.	Affidavit on non-judicial stamp paper (Annexure 9)
6	The Bidder's Head Office must be compulsorily located within Gujarat. First preference shall be given to Gandhinagar-based agencies, subject to proof of office address (Shop Act / GST registration).	Shop Act / GST proof of Gujarat office address
7	Bidder must hold valid statutory registrations – Shop & Establishment, Professional Tax, EPF and ESIC.	Copies of registration certificates
8	Bidder is required to hold ISO 9001:2015 (Quality Management), ISO 30409:2016 (Human Resource Management) and ISO 10667-2:2020 (Assessment Service Delivery) certifications, or equivalent. Bidders without these certifications may be considered subject to scoring impact under the Technical Evaluation Matrix, at GSHHDCL's discretion.	Copies of valid ISO certificates

Note: Bidders are advised to physically visit and inspect the Central Store sites, including available facilities, prior to submission of their Bid (see Annexure 1).

6. Scope of Work

6.1 Objectives

The objective of this engagement is to select an Agency that can:

9. Streamline the process of product procurement, quality checking, batching, inventory management, barcoding, packaging and final dispatch to Emporia.
10. Operate, maintain and manage the Central Store at Gandhinagar as the central repository for all GSHHDCL products and the central dispatch point to Emporia.
11. Establish a robust system of inventory management and barcoding to improve stock-taking and pricing strategy. Bidders should note that GSHHDCL is in the process of developing an ERP system, which shall eventually subsume the system created by the Agency, and the Agency shall cooperate fully in this transition.
12. Supply trained, professional resources at the Central Store to work under the guidance of GSHHDCL's existing staff and support processes.

6.2 Detailed Activities

6.2.1 Inward Management

- Receive goods/materials at the Central Store, verify quantity and visible condition, record inward entries, and prepare inward slips in coordination with the concerned GSHHDCL section.
- Inward entry and stacking of goods shall be completed on the same working day of receipt, or by the next working day if received after working hours.

6.2.2 Quality Control

- Undertake a Detailed Quality Check on 100% of individual items under each product category, as per GSHHDCL's pre-decided Standard Operating Procedure (SOP) and the product-wise QC parameters (Annexure 6).
- Quality Checks must be completed within 7 (seven) working days of receipt of products from TCPCs, so that non-acceptable products may be returned to artisans in time.
- Products failing Quality Check shall be returned to the respective TCPC within the stipulated timeframe per the detailed SOP, with all movements documented and shared with GSHHDCL as required.
- The Agency shall supply raw materials to artisans and collect finished products as instructed by GSHHDCL, undertaking quality checks per job-work specifications.

6.2.3 Storage, Preservation & Inventory Management

- Segregate, stack and store goods systematically; ensure safe handling and protection from moisture/dust; follow FIFO/FEFO as applicable; maintain bin-wise location mapping.
- Structure and maintain a complete inventory of products, including barcoding of all items.
- Maintain stock registers (manual and/or digital), item-wise ledgers, bin-card systems, daily transaction registers, and periodic reconciliation with GSHHDCL records, including detailed in/out documentation.
- Provide inventory optimization support including reorder point analysis, stock cover, demand forecasting, and assistance with sales/purchase management, finance/accounts coordination, order management, warranty/insurance handling as required by GSHHDCL.

- Support and extend full cooperation during periodical audits conducted by GSHHDCL/Competent Authority, including preparation of compliance reports and responses to audit queries.

6.2.4 Issue, Outward, Packing & Dispatch

- Process issue/dispatch instructions from authorized officers; pick, pack and issue goods; prepare outward challans/dispatch notes; obtain acknowledgements from the receiving Emporium/outlet/exhibition team.
- Issue/dispatch processing shall be completed within 24 hours of receiving authorized instruction, subject to stock availability.
- Undertake packaging in an aesthetically appealing manner as per the indicative SOP at Annexure 7, ensuring products can be transported safely to Emporia across the country, preventing breakage, wear and tear, and infestation, and affixing trim cards/Handloom Mark/Silk Mark labels as applicable.
- All packaging materials required for the assigned work shall be provided by GSHHDCL. The Agency shall be responsible for proper handling, utilization, safekeeping and accountable record-keeping of receipt and consumption of such materials, and for returning unused material in good condition upon completion/termination of the contract.
- Coordinate loading, unloading, and suitable packaging for transportation from the Central Store to Emporia across the country, through the courier/transport agency identified by GSHHDCL (the cost of such courier/transport agency shall be borne by GSHHDCL).
- It shall be the sole responsibility of the Agency to ensure proper labelling of all products – handloom products must mandatorily bear the Handloom Mark, and silk products must bear the Silk Mark.

6.2.5 Stock Verification

- Support monthly and quarterly physical stock verification; provide variance statements; assist in investigation and corrective action for any shortages or excesses identified.

6.2.6 Maintenance of the Central Store Premises

- The Central Store facility shall be handed over to the Agency complete with equipment (Annexure 1). The Agency shall be responsible for regular upkeep, maintenance, housekeeping, security, and periodic pest control of the premises, at its own cost, during the contract period.
- Pest Control: The Agency shall carry out comprehensive pest control treatment of the entire Central Store premises at least once every 30 (thirty) days, through an authorized pest control service provider, and submit documentary evidence to GSHHDCL every month. Failure to do so shall attract a penalty of Rs. 5,000/- per instance, deductible from the Agency's monthly bill.
- The Agency shall be responsible for security of the premises, including control of unauthorized entry of persons and stray animals, ensuring complete safety and security of the Central Store and its products, maintaining records of inward/outward movement of men, materials and vehicles, and taking regular backups of CCTV footage as desired by GSHHDCL.
- Post-warranty/defect liability period, the Agency shall arrange maintenance of equipment, IT and electronic fittings, etc., compulsorily through OEM-accredited/authorized agencies only, and submit all such maintenance contracts to GSHHDCL within 15 days of signing the contract.
- Insurance of the building and products shall be arranged and borne by GSHHDCL.

6.2.7 Online System / MIS & Reporting

- Maintain, manage and (where required) upgrade the online system created by GSHHDCL for streamlining operations between TCPC, Central Store, Head Office and Emporia, and suitably synergize Agency operations into this system, in consultation with GSHHDCL.
- Provide a daily inward-outward summary, weekly pending dispatch list, monthly stock summary, ageing/slow-moving items report, and any other report required by GSHHDCL.
- Submit Monthly Reconciliation and MIS reports (including dispatch details and product types) by the 5th of the following month (indicative formats at Annexure 8).
- Periodically report and analyse information to appraise Head Office of ongoing activities, operational issues, and supplier/client feedback.

6.2.8 Deployment of Resources

- Deploy resources as per the minimum staffing schedule at Annexure 2; resources shall be essentially stationed at the Central Store, with occasional travel to TCPCs/Head Office as required.
- No person below the age of 18 years shall be deployed. All manpower must be pre-trained in the relevant fields, medically certified fit by a Registered Medical Practitioner, and issued photo identity cards by the Agency, to be worn at all times on duty.
- Staff shall be provided uniforms (minimum two sets each of summer and winter wear, in colour/style approved by GSHHDCL) and Personal Protective Equipment where required, and shall maintain discipline, safety and compliance with GSHHDCL's instructions at all times.
- All resources to be deployed shall be pre-approved by the Competent Authority within GSHHDCL. Screening, interview and final selection of candidates shall be carried out by GSHHDCL from a panel provided by the Agency; the Corporation shall have sole authority over deployment selection.
- Attendance of all deployed manpower shall be recorded through a biometric attendance system, which the Agency shall arrange, install, operate and maintain at its own cost. Biometric records shall be final for attendance verification and billing.
- Replacement of deployed personnel shall require prior written approval of GSHHDCL. The Agency may replace only one person per category/field during a contract year, subject to approval, with replacement personnel possessing equal or higher qualifications/experience. Replacement for absenteeism, unsatisfactory performance or vacancy shall be arranged within 48 hours.
- All personnel deployed shall report administratively and functionally to the Deputy Manager (Administration), who shall be the designated Reporting Officer for monitoring attendance, performance and work assignments.
- Personnel of the Agency shall not be deemed employees of GSHHDCL and shall have no claim to salary, allowances, compensation, damages or any benefit from GSHHDCL arising out of their deployment. The Agency shall inform such personnel of this position in writing prior to deployment.
- During the contract tenure, deployed resources shall not engage, directly or indirectly, in any other business or professional activity that may conflict with their assigned duties, without GSHHDCL's prior written consent.

6.3 Minimum Deployment Schedule

The following is the indicative and minimum manpower requirement. GSHHDCL may increase or decrease numbers based on operational requirement, with proportionate adjustment in scope and payment per contract terms. During festival periods, periods of extraordinary demand, financial year-closing, audits etc., the Agency may be required to deploy additional resources to maintain service levels and compliance, at GSHHDCL's discretion.

Sr.	Position	Min. Nos.	Minimum Qualification & Experience
1	Store Manager	1	Graduate in any specialization with MBA/PGDM in Marketing, or diploma in handloom/handicraft from a recognized institute; minimum 5 years' experience in Store Management
2	Senior QC Inspector	1	Graduate/Diploma in Handloom/Fashion Technology or diploma in handloom/handicraft; minimum 5 years' experience in Quality Control
3	Technical Supervisor	4	Graduate/Diploma in Handloom/Fashion Technology or diploma in handloom/handicraft; minimum 3 years' experience in Quality Control
4	Computer Operator	3	Graduate (B.Com/B.A/B.Sc/BBA) with Diploma in Computer Science/Computer Applications; minimum 2 years' relevant experience
5	Store Boy & Packer	9	10th pass; minimum 2 years' experience in packing
6	Security	3 (1 per shift)	10th pass; PSARA-compliant deployment
	Total	**21**	

The Agency shall designate an off-site Contract Manager for escalation and shall undertake a monthly review with GSHHDCL. Working hours and duty schedules shall be as per the Central Store's operational schedule communicated by GSHHDCL; weekly off and holiday working shall be managed by the Agency as per Applicable Law and operational need.

7. Service Levels, Penalties & Liability

7.1 Service Level Standards

Sr.	Service Parameter	Standard
1	Inward entry and stacking	Same working day of receipt, or next working day if received after working hours
2	Quality Check completion	Within 7 working days of receipt of products from TCPCs
3	Issue/dispatch processing	Within 24 hours of authorized instruction and stock availability
4	Monthly reconciliation & MIS	Submitted by the 5th of the following month
5	Replacement for absenteeism/vacancy	Within 48 hours
6	Pest control treatment	At least once every 30 days, with documentary evidence
7	Complaint resolution (written response with course of action)	Within 10 working days of notification

7.2 Penalty Provisions

13. For repeated delays in MIS submission, repeated non-maintenance of registers, or repeated service disruption, GSHHDCL may impose a deduction of up to 0.5% of the monthly invoice per instance, subject to a maximum of 10% of the monthly invoice, as approved by the Competent Authority. Penalties shall be without prejudice to other contractual remedies including termination.
14. Failure to carry out pest control within the stipulated 30-day period shall attract a penalty of Rs. 5,000/- per instance, deductible from the Agency's monthly bill.
15. Quality, Quantity or Batching issues observed at Emporia may be recovered in the form of deduction of the Cost of Products (CP), including transportation costs, from the Agency's monthly payments. Product barcodes shall be checked to ascertain responsibility for loss; the decision of the Managing Director, GSHHDCL shall be final and binding.
16. The Agency shall be responsible for any loss or damage caused or suffered at the Central Store on account of negligence (act or omission) of its personnel/equipment, including physical, financial and vicarious losses (including theft). Any such loss/damage shall be jointly enquired into by officers of the Agency and GSHHDCL, with the decision of the Managing Director, GSHHDCL being final.

Note: “Quality issues” means poor quality of materials, workmanship, tears/breakages due to inadequate handling or transportation (e.g., colour bleeds, non-standard size, misprints, tears). “Quantity issues” means a mismatch between quantity reported and quantity received. “Batching issues” means discrepancies in product-lot specifications versus what was delivered (e.g., a stock of bedsheets/sarees in one colour despite different colours being requested).

8. Bid Submission Requirements

8.1 Technical Proposal – Checklist

The Technical Proposal (Envelope 1) shall be accompanied by the following documents, submitted through the Gem portal:

Sr.	Document	Status (Submitted/NA)
1	Covering Letter (Annexure A)	
2	Power of Attorney for Authorized Representative (Annexure B)	
3	Bidder Information / General Information Format (Annexure C)	
4	Copy of Registration / Incorporation certificate, PAN & GST registration	
5	Shop & Establishment, EPF, ESIC, Professional Tax & PSARA registration certificates	
6	Turnover proof for the last 3 financial years – CA certificate (Annexure D)	
7	Experience details with supporting work orders / completion / ongoing certificates (Annexure E)	
8	Affidavit of non-blacklisting on non-judicial stamp paper (Annexure I)	
9	Technical Proposal narrative as per Annexure F (Approach, Methodology, Deployment Plan, MIS Plan, QC/Risk Controls, Mobilisation Timeline)	
10	Copies of ISO 9001:2015, ISO 30409:2016 and ISO 10667-2:2020 certificates (or equivalent), if held	
11	Tender Fee and EMD proof, as per portal notice	
12	Any other document required by the Gem portal notice	

8.2 Financial Proposal

The Financial Proposal (Envelope 2) shall be submitted strictly in the BOQ/Price Schedule format prescribed on the Gem portal (logic indicated at Annexure G). The Bidder shall quote a monthly lump-sum fee for operation and management of the Central Store, inclusive of all manpower, supervision, consumables/materials, packing support, stationery, tools, overheads and insurance costs required to fulfil the Scope of Work, exclusive of GST. GST shall be payable additionally as per Applicable Law. Conditional Bids may be treated as non-responsive.

8.3 Bid Validity

Bids shall remain valid for 180 days from the last date of Bid submission. During this period, Bidders shall maintain availability of the professional staff nominated in their Proposal. GSHHDCL may, where necessary, request Bidders to extend the validity period of their Proposals.

9. Proposal Evaluation – Quality and Cost Based Selection (QCBS)

Proposals shall be evaluated using the Quality and Cost Based Selection (QCBS) method, combining a Technical Score and a Financial Score in a weighted formula, as set out below.

9.1 Technical Evaluation

Detailed QCBS Technical Marking Distribution (St – Total 100 Marks)

This Annexure expands each of the five Technical Evaluation criteria in Section 9.1 into graded marking bands, so that Bidders and the Evaluation Committee can objectively determine the marks attributable to each sub-parameter. The sum of marks awarded under all criteria shall constitute the Total Technical Score (St), out of 100. A minimum St of 70 is required to qualify for Financial Evaluation.

Criterion 1: Relevant Experience – 25 Marks

Experience in Central Store / warehouse operations / Multiproduct Inventory / facility management services for Government / Boards / PSUs / institutional clients/ Industrial Clients/ Registered Companies.

1(a) Years of Relevant Experience – 15 Marks

Band / Condition	Marks
1 year and up to 2 years	06
More than 2 years and up to 3 years	09
More than 3 years and up to 5 years	12
More than 5 years	15

1(b) Number of Eligible Completed/Ongoing Projects (last 5 years, min. value ≥ Rs. 10 Lakhs per work order per annum) – 06 Marks

Band / Condition	Marks
1 eligible project	02
2 eligible projects	04
3 or more eligible projects	06

1(c) Specific Experience in Handloom / Handicraft Sector – 04 Marks

Band / Condition	Marks
No handloom/handicraft-specific project experience	00
1 handloom/handicraft-specific project	02
2 or more handloom/handicraft-specific projects	04

Sub-total – Criterion 1: 15 + 06 + 04 = 25 Marks

Criterion 2: Approach & Methodology – 30 Marks

Quality of the proposed approach for inventory controls, quality control, inward-outward process, batching, barcoding and loss prevention, as set out in the Technical Proposal (Annexure F).

2(a) Inventory Control & Inward-Outward Process Design – 10 Marks

Band / Condition	Marks
Generic/templated description, limited GSHHDCL-specific detail	0–3
Adequate description with reasonable process clarity	4–6
Good, GSHHDCL-specific process design with clear controls	7–8
Excellent, detailed and customised process design with measurable controls	9–10

2(b) Quality Control, Batching & Barcoding Methodology – 10 Marks

Band / Condition	Marks
Minimal detail / generic QC approach	0–3
Reasonable QC/batching/barcoding plan	4–6
Well-structured plan aligned to RFP SOPs (Annexure 3 & 6)	7–8
Comprehensive, innovative plan with clear escalation/rejection workflow	9–10

2(c) Loss Prevention, Risk Mitigation & Packaging/Dispatch Approach – 10 Marks

Band / Condition	Marks
Limited or no loss-prevention measures described	0–3
Basic loss-prevention and packaging approach	4–6
Sound risk-mitigation plan covering storage, packaging and transit	7–8
Robust, well-evidenced loss-prevention framework with monitoring metrics	9–10

Sub-total – Criterion 2: 10 + 10 + 10 = 30 Marks

Criterion 3: Deployment Plan & Supervision – 20 Marks

3(a) Staffing & Mobilisation Plan – 08 Marks

Band / Condition	Marks
Staffing plan merely restates Annexure 2 minimums with no detail	0–2
Adequate staffing/mobilisation plan with basic timeline	3–4
Clear, realistic mobilisation timeline with role allocation	5–6
Detailed, well-justified deployment plan with contingency staffing	7–8

3(b) Replacement, Continuity & Biometric Attendance Mechanism – 07 Marks

Band / Condition	Marks
No clear replacement/continuity mechanism described	0–1
Basic replacement plan, meets 48-hour requirement	2–3
Clear replacement/continuity plan with biometric system details	4–5
Comprehensive plan with proactive monitoring and escalation matrix	6–7

3(c) Supervision & Reporting Structure – 05 Marks

Band / Condition	Marks
No defined supervisory structure	0–1
Basic supervisory hierarchy described	2–3
Clear, well-defined supervision and reporting structure (incl. Contract Manager)	4–5

Sub-total – Criterion 3: 08 + 07 + 05 = 20 Marks

Criterion 4: MIS & Documentation Discipline – 15 Marks

4(a) MIS/Reporting Framework & Digital Integration – 08 Marks

Band / Condition	Marks
Generic reporting commitment with no system detail	0–2
Adequate MIS plan covering required reports (Annexure 4 & 8)	3–4
Good MIS plan with digital/online system integration approach	5–6
Excellent, fully integrated MIS plan with sample formats and dashboards	7–8

4(b) Reconciliation, Audit-Readiness & Recordkeeping – 07 Marks

Band / Condition	Marks
Minimal recordkeeping/reconciliation detail	0–1
Adequate reconciliation and audit-support approach	2–3

Band / Condition	Marks
Clear reconciliation methodology with defined frequency	4–5
Comprehensive, audit-ready documentation and reconciliation system	6–7

Sub-total – Criterion 4: 08 + 07 = 15 Marks

Criterion 5: Quality, Safety, Risk Controls & Financial Strength – 10 Marks

5(a) Safety, Security, Housekeeping & Pest Control Plan – 05 Marks

Band / Condition	Marks
Minimal safety/security plan	0–1
Adequate plan covering access control, housekeeping and pest control	2–3
Comprehensive, well-documented safety/security/pest-control framework	4–5

5(b) Average Annual Turnover (Financial Strength, last 3 FY) – 05 Marks

Band / Condition	Marks
Rs. 110 Lakhs and up to Rs. 150 Lakhs	02
More than Rs. 150 Lakhs and up to Rs. 250 Lakhs	03
More than Rs. 250 Lakhs and up to Rs. 400 Lakhs	04
More than Rs. 400 Lakhs	05

Sub-total – Criterion 5: 05 + 05 = 10 Marks

Consolidated Marking Summary

Sr.	Criterion	Max. Marks
1	Relevant Experience (Years 15 + Projects 6 + Handloom/Handicraft-specific 4)	25
2	Approach & Methodology (Inventory 10 + QC/Batching/Barcoding 10 + Loss Prevention 10)	30
3	Deployment Plan & Supervision (Staffing 8 + Replacement/Attendance 7 + Supervision 5)	20
4	MIS & Documentation Discipline (MIS/Digital 8 + Reconciliation/Audit 7)	15
5	Quality, Safety, Risk Controls & Financial Strength (Safety 5 + Turnover 5)	10
	Total Technical Score (St)	**100**

Minimum Qualifying Technical Score: 70 out of 100 marks.

Notes:

1. Marks for descriptive/qualitative sub-parameters (e.g., 2(a), 2(b), 2(c), 3(a), 3(b), 3(c), 4(a), 4(b), 5(a)) shall be awarded by the Evaluation Committee within the indicated band, based on the clarity, specificity and credibility of the Technical Proposal and presentation.

2. Marks for objective/quantifiable sub-parameters (e.g., 1(a), 1(b), 1(c), 5(b)) shall be awarded strictly as per the documentary evidence submitted (work orders, completion certificates, CA-certified turnover statements).

3. Non-submission of documentary evidence against any objective sub-parameter shall result in zero marks for that sub-parameter; no marks shall be awarded on the basis of undocumented claims.

4. This Annexure F-1 supersedes the summary-level Technical Evaluation table at Section 9.1 of the main RFP/Tender document and shall be read as its detailed elaboration.

9.2 Financial Evaluation

Financial Proposals of only the Technically Qualified Bidders ($St \geq 70$) shall be opened, as per the portal schedule. The Financial Score (Sf) for each Technically Qualified Bidder shall be computed as:

$$Sf = 100 \times (Fmin / F)$$

Where Fmin is the lowest financial quote among all Technically Qualified Bidders, and F is the financial quote of the Bidder being evaluated.

9.3 Combined Score and Award

The Combined Score (S) for each Technically Qualified Bidder shall be computed as:

$$S = (St \times 0.70) + (Sf \times 0.30)$$

The Bidder securing the highest Combined Score (S) shall be ranked H1 and shall be recommended as the Preferred Bidder for award, subject to approval of the Competent Authority.

Tie-breaker: In the event of a tie in the Combined Score, the Bidder with the higher Technical Score shall be preferred; if still tied, the Bidder with the lower Financial Quote shall be preferred; if still tied, the decision of the Competent Authority shall be final and binding.

9.4 Right of Acceptance / Rejection

17. GSHHDCL reserves the right to reject any or all Bids, including those of Bidders who fail to comply with instructions, without assigning any reason, and does not bind itself to accept the lowest or any specific Bid. The decision of the Managing Director, GSHHDCL shall be final and binding.
18. GSHHDCL reserves the right to waive any informality in Bids, request new Bids, revise the RFP prior to award, or withdraw the RFP at any time, without any obligation arising to enter into a contract with any Bidder.
19. GSHHDCL reserves the right to award any part or the full contract to any successful Agency at its discretion, which shall be binding on Bidders. In case of default by the awarded Agency, GSHHDCL reserves the right to award the contract to the next-ranked Bidder, recovering any price difference from the defaulting Agency.

20. Managing Director, GSHHDCL may terminate the contract if it is found that the Agency was previously blacklisted by any Government Department/Institution/Local Body/Municipality/PSU.

10. General Conditions of Contract

10.1 Clarifications & Amendment of Tender Documents

At any time prior to the Bid Due Date, GSHHDCL may, for any reason, modify the RFP/Tender by issuance of corrigenda/addenda uploaded on the Gem portal, which shall be binding on all Bidders. To afford Bidders reasonable time to factor in an addendum, GSHHDCL may, at its sole discretion, extend the Bid Due Date. Bidders are advised to check the portal regularly for updates.

10.2 Queries on the Tender

Bidders' queries on the RFP/Tender document shall be submitted as per the schedule and process notified on the Gem portal. GSHHDCL shall, at its discretion, prepare responses to queries raised and upload the same as a corrigendum/addendum on the portal.

10.3 Negotiations

21. Prior to expiry of the Bid validity period, GSHHDCL shall notify the H1 Bidder (highest Combined Score) and invite it for negotiations, where necessary.
22. The invited Agency shall, as a pre-requisite, confirm availability of all nominated key personnel and satisfy other pre-negotiation requirements specified by GSHHDCL.
23. Negotiations shall focus on finalizing the methodology (work plan), staffing, reporting, and any clarifications to the Terms of Reference; unless there are exceptional reasons, financial negotiations shall not reopen the quoted remuneration rates.
24. If negotiations fail, GSHHDCL shall invite the next-ranked Bidder (second-highest Combined Score) for negotiation.

10.4 Performance Security

25. The Preferred Bidder shall submit Performance Security equivalent to 5% of the annual contract value within 15 days of issue of the Letter of Award, in a form permitted by GSHHDCL/the Gem portal.
26. Performance Security shall remain valid for the Contract Period plus 60 days, and shall be subject to forfeiture in the event of breach, negligence, non-observance of contract terms, or unsatisfactory performance, as determined by GSHHDCL.
27. Failure to submit Performance Security within the stipulated time shall constitute grounds for cancellation of the award and forfeiture of the Bid Security, and GSHHDCL shall be entitled to make alternative arrangements at the risk and cost of the Agency.
28. On due performance and completion of the Contract Period, the Performance Security shall be returned without interest, upon presentation of an absolute No Demand Certificate and return, in good condition, of any GSHHDCL property issued to the Agency.

10.5 Signing of Contract & Commencement of Services

The Preferred Bidder shall execute and sign the contract in accordance with its Articles before commencement of services. The Agency shall mobilize resources at the Office of GSHHDCL (Handloom Technology Institute Building, Sector-13, Gandhinagar) and at the Central Store (Sector-28 / Sector-13 premises, as applicable) from the date of contract, in accordance with the mobilisation timeline proposed in its Technical Proposal.

10.6 Payment Terms

29. The Agency shall raise a monthly invoice and submit it to GSHHDCL along with all supporting documents required under the Monthly Bill Submission Checklist (Annexure H), including biometric attendance certification, daily inward-outward summary, monthly MIS, stock reconciliation and consumables/materials statements.
30. Payment shall be released within 30 days from submission of the complete invoice, subject to certification of satisfactory services by GSHHDCL's authorized officer.
31. No advance payment shall be made, nor shall any loan from any bank/financial institution be recommended on the basis of the award of work.
32. Payments shall be made in Indian Rupees by NEFT/RTGS into the Agency's account, subject to deduction of TDS and any other statutory deductions, and any deductions on account of penalties, recoveries, or non-performance, in accordance with Applicable Law and the terms herein.
33. All taxes, duties and levies imposed by the Central, State or local bodies in connection with this contract shall be borne by the Agency, except GST, which shall be payable in addition as per Applicable Law.

10.7 Resolution of Complaints

Complaints notified by GSHHDCL to the Agency shall be replied to in writing, with a suggested course of action, within 10 working days of notification. The suggested course of action shall be reviewed by GSHHDCL, and final modifications shall be implemented by the Agency in the manner and timeframe directed by GSHHDCL.

10.8 Data Confidentiality

The Agency shall maintain full confidentiality of all data provided to it or generated while providing services, and shall not divulge, reveal or share such data for any purpose other than meeting GSHHDCL's requirements. Any violation of this clause may result in instant termination of the contract and blacklisting of the Agency. The decision of GSHHDCL in this regard shall be final and binding.

10.9 Roles and Responsibilities

10.9.1 Role of the Agency

- Appoint professional resources as per the requirements of this RFP.
- Undertake activities diligently to minimize losses on account of quality control, batching issues, and inventory management lapses.
- Appraise GSHHDCL of Good Industry Practices in inventory management and help streamline operations consistent with GSHHDCL's objectives.
- Be solely responsible for managing its personnel's activities and hold itself accountable for any misdemeanours.
- Treat all data and information obtained in strict confidence, and not reveal it to any third party without GSHHDCL's prior written approval.

10.9.2 Role of GSHHDCL

- Receive and appraise proposals/suggestions from the Agency for upgrading systems and facilities.
- Provide necessary guidance, support, approvals and strategic direction through periodic review during the contract.
- Ensure the Agency conducts work as specified in the Scope of Work and validate performance for payment purposes.

- Extend necessary policy-level support to develop a sustainable framework for the Central Store's operation.

11. Force Majeure

Force Majeure means any event beyond the reasonable control of GSHHDCL or the Agency, as the case may be, which is unavoidable notwithstanding the exercise of reasonable skill, care and Good Industry Practice, including without limitation:

- War, hostilities, invasion, act of foreign enemy, and civil war;
- Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- Earthquake, fire, flood, cyclone or other natural disaster.

An Affected Party shall notify the other Party of a Force Majeure event as soon as reasonably practicable, and in any event not later than 48 (forty-eight) hours from its commencement, providing reasonable detail of the event's nature, estimated duration, anticipated effect on performance, and mitigation measures proposed or undertaken.

12. Termination

34. The contract may be terminated forthwith by GSHHDC by written notice to the other party if the other Party is in material breach of its obligations and, where the breach is capable of remedy, fails to remedy it within 30 days of receiving notice.
35. GSHHDCL may terminate the contract forthwith by written notice to the Agency in the event of: (a) breach of any contract terms by the Agency, without GSHHDCL being liable to make any further payment, and with forfeiture/encashment of the Performance Security; (b) failure of the Agency to provide services as per the Scope of Work; or (c) the Agency becoming bankrupt or insolvent.
36. Termination may also follow repeated default, poor performance, service disruption, negligence leading to losses, breach of confidentiality, misrepresentation, or statutory non-compliance. Normal notice period for termination shall be 30 days; in cases of serious breach, a shorter notice period may be issued with the approval of the Competent Authority.

13. Fraud and Corrupt Practices

Bidders and their respective officers, employees, agents and advisers shall observe the highest standards of ethics during the bidding process and the subsistence of the contract. GSHHDCL may reject a Bid, withdraw the LOA, or terminate the contract, without liability, if it determines that a Bidder or Agency has, directly or indirectly, engaged in corrupt, fraudulent, coercive, undesirable or restrictive practice in the bidding process. In such event, GSHHDCL shall be entitled to forfeit the Bid Security or Performance Security as Damages, without prejudice to other available remedies. A Bidder/Agency found to have so engaged shall be ineligible to participate in any RFP/Tender issued by GSHHDCL for a period of 2 (two) years from the date of such finding.

- “Corrupt Practice” means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process.
- “Fraudulent Practice” means a misrepresentation or omission/suppression of facts, or disclosure of incomplete facts, to influence the bidding process.

- “Coercive Practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence participation or action in the bidding process.
- “Undesirable Practice” means establishing contact with persons connected with GSHHDCL to canvass, lobby, or otherwise influence the bidding process, or having a Conflict of Interest.
- “Restrictive Practice” means forming a cartel or arriving at any understanding among Bidders to restrict or manipulate full and fair competition in the bidding process.

14. Confidentiality of Evaluation

Information relating to the evaluation of Proposals and recommendations concerning award shall not be disclosed to Bidders who submitted Proposals, or to any other persons not officially concerned with the process, without the consent of the appropriate authority within GSHHDCL.

15. Disputes and Jurisdiction

Any dispute arising out of this Tender/RFP or the resulting contract shall be subject to the exclusive jurisdiction of the Courts at Gandhinagar, Gujarat.

16. Extension of Contract

Initially, contract shall be given for the period of 1 year, and it may be extended further for 1 year beyond the initial contract period subject to satisfactory performance and mutual consent.

Annexure 1: Details of the Central Store

(Provided for Bidders' information. Bidders are advised to physically visit and inspect the sites, including available facilities, prior to preparing their Bid.)

Particulars	Details
Address	1. Central Store, GSHHDCL, Plot No. 907/15,16,19,20 GIDC, Nr. Gokul Ice Cream, Radhika Motors, Sector-28, Gandhinagar – 382028 2. Handloom Technology Institute Building, Nr. Mahatma Mandir, Sector-13, Gandhinagar – 382016
Contact Details	I/C. Assistant Manager (Procurement)
Sector-28 Central Store – Area	Front open Varanda: 41' x 21' (2 nos.), 1,722 sq.ft | Godown construction: 36' x 20' (4 nos.), 2,880 sq.ft | Toilets/Bathrooms: 7' x 4.5' (4 sets), 126 sq.ft | Back open Varanda: 4' x 15.5' (4 nos.), 248 sq.ft | Total: 4,976 sq.ft
Sector-13 Central Store – Area	2,484 sq.ft
Facilities Available	Computer sets (4); large racks (60, 4'x7', housing 10 boxes each); steel cupboards (12); press machine (1); tagging machines (2); barcoding machines (2); digital weighing machine (1); L.S. machine (1); siren channel/plastic packaging machine (1); quality control tables (2); barcode scanning machine (1)

Annexure 2: Standard Operating Procedure – Packaging (Indicative)

Note: This SOP is indicative; a detailed SOP shall be shared with the selected Agency. The link between product packaging and consumer protection is significant – packaging is a vehicle of safety, delivering the product safely to the consumer.

Type of Products

- Textile-based: Sarees, Dupattas & Stoles, Dress Materials, Cloth Material, Garments, Shawls, Bedsheets, Cushion Covers, Wall Pieces, Letter Holders, Torans, Rogan Paintings, and other textile-based products.
- Non-textile: Bags, Footwear, Jewellery, Accessories, Paintings, Stuffed Hangings, Mud Frames, Metal Hangings, Metal Showpieces, Umbrellas, Sidi Sayyed Jaali, Copper Bells, Rangoli, Bamboo Hangings, File Folders, Pen Stands, Key Holders, Sankheda Furniture, and other non-textile products.
- Languishing/Special: Patola Sarees, Tangaliya Products, Rogan Paintings, Sujani Products, and other specified items.

Packaging Materials

Bubble rolls, corrugated sheets/boxes, cello tape and other tapes, needles, sealable plastic bags, thermocol, etc.

Packaging Standards

Standard practice must be followed for individual and bulk packing to ensure zero damage tolerance. Textile-based products: individual packing in sealable transparent bags, bulk packing bubble-wrapped in hardboard boxes. Non-textile products: individual packing predominantly in bubble wrap (with corrugated sheets/boxes/thermocol sheets for fragile items such as jewellery, paintings and metal showpieces), bulk packing bubble-wrapped in hardboard boxes, with waste paper/thermocol/corrugated roll for extra cushioning, and jute-roll packing of hardboard boxes wherever required. Languishing/Special category products shall follow packaging norms specified by GSHHDCL from time to time.

Annexure 3: Quality Control Parameters

A Detailed Quality Check Standard Operating Procedure (SOP), including product-wise QC parameters, has been developed by GSHHDCL and shall be shared with the Selected Agency upon signing of the contract.

Annexure 4: Indicative MIS / Reporting Formats

Note: The formats below are indicative; detailed formats shall be shared with the Selected Agency.

- Product Received Report – Dispatch Note No./Date, Received From, Product Name, Selling Price, Quantity, Amount, GST, Total Amount.
- Product Confirmed Report – Dispatch Note No./Date, Received From, Product Name, Selling Price, Quantity, Confirmed Quantity, Difference, Total Amount.
- Quality Control List – Dispatch Note No./Date, Received From, Product Name, Selling Price, Quantity, QC Passed, QC Failed.
- Dispatch (QC Failed) Report – Dispatch Note No./Date, Sent To, Product Name, Selling Price, Quantity, Amount, GST, Total Amount.
- Dispatch (Showroom) Report – Dispatch Note No./Date, Sent To, Product Name, Selling Price, Quantity, Amount, GST, Total Amount.
- Stock Lying Balance at Central Store – monthly and annual, with quantity received, dispatched, book-stock balance, physical-stock balance and shortage/excess, each with CP rate and total amount.
- Miscellaneous Report – monthly/annual count of Handloom Mark labels tagged, craft-details labels tagged, and items barcoded.
- Monthly Attendance Report of Deployed Resources – Designation, Full Name, Contact Details, Total Working Days, Total Present Days (sourced from the biometric attendance system).

Annexure 5: Monthly Bill Submission Checklist

- Invoice for the month
- Attendance certified by the authorized officer of GSHHDCL (biometric records)
- Daily inward-outward summary and monthly MIS as required
- Stock reconciliation statement (as applicable)
- Consumables/materials supply statement (if demanded)
- Documentary evidence of monthly pest control treatment
- Any other document required by GSHHDCL/the Gem portal

Bid Forms

Annexure A: Bidder's Covering Letter Format

(On the letterhead of the Agency)

To, Managing Director, Gujarat State Handloom & Handicrafts Development Corporation Limited, Handloom Technology Institute Building, Nr. Mahatma Mandir, Sector-13, Gandhinagar – 382016, Gujarat, India

Subject: Submission of Bid for QCBS Tender for Selection of Agency to Operate & Manage the Central Store of GSHHDCL, Gujarat

Sir/Madam,

With reference to the tender published on the Gem portal, we submit our Technical Proposal and Financial Proposal and hereby confirm our acceptance of all tender terms and conditions. We undertake to deploy the required manpower, provide consumables, maintain inventory controls, and deliver services as per GSHHDCL's instructions. We understand that GSHHDCL is not bound to accept any Proposal it receives, and that if negotiations are held during the Bid validity period, we undertake to negotiate on the basis of the proposed staff; our Proposal shall be binding on us, subject to modifications resulting from negotiations.

Yours sincerely, Authorized Signature (in Full and Initials) Name and Title of Signatory: Name of Agency: Address: Date: Place: Company Seal

Annexure B: Power of Attorney for Authorized Representative

Know all men by these presents, We, [name of organization and address of the registered office], do hereby constitute, nominate, appoint and authorise Mr./Ms. [name], son/daughter/wife of [name], presently residing at [address] and employed with/retained by us, holding the position of [designation], as our true and lawful attorney (“Authorised Representative”), with power to sub-delegate, to do in our name and on our behalf all such acts, deeds and things as are necessary or incidental to submission of our Proposal and selection as Agency for [name of assignment] by GSHHDCL, including signing and submission of all applications, proposals and documents, participating in conferences, providing information/responses, representing us in all matters before GSHHDCL, and signing and executing all contracts and undertakings consequent to acceptance of our Proposal, until entering into the contract with GSHHDCL.

We agree to ratify and confirm all acts, deeds and things lawfully done by our Authorised Representative pursuant to this Power of Attorney.

IN WITNESS WHEREOF we, [name of organization], have executed this Power of Attorney on this [date] day of [month], [year].

For [name and registered address of organization] [Signature] [Name] [Designation] Witnesses: 1. [Signature, name and address] 2. [Signature, name and address] Accepted: [Signature] [Name] [Designation] [Address]

Notes: (1) The mode of execution shall be in accordance with the procedure, if any, under Applicable Law and the executant's charter documents, under seal where required. (2) Supporting board resolution/power of attorney documents should be submitted for verification. (3) A Power of Attorney executed overseas must additionally be legalised by the Indian Embassy and notarised in the issuing jurisdiction.

Annexure C: Bidder Information / General Information Format

Particulars	Details (to be filled by Bidder)
Name of Firm	
Legal status (Proprietorship/Partnership/Company/LLP/Co-op., etc.)	
Country of incorporation	
Registered address and branch office(s) in Gujarat/India	
Date of incorporation / commencement of business	
Ownership (stakeholders holding 10%+ and their interest)	
List of current directors / partners	
Other key management personnel	
Brief description of the Company, including main lines of business	
Proposed role and responsibilities of the Company in this project	
Point of Contact – Name, Designation, Address, Mobile, Email	
PAN	
GSTIN	

Signature: ____________________ Name: ____________________ Designation: ____________________ Company Seal: ____________________ Date: ____________________

Annexure D: Turnover Certificate Format (CA Certificate)

(To be issued on Chartered Accountant's letterhead)

This is to certify that M/s ______________________________ (Bidder Name) has achieved the following turnover (from services related to Inventory/Warehouse Management Services) during the last three financial years:

Financial Year	Turnover (Rs.)
FY 2023-24	
FY 2024-25	
FY 2025-26	
Average Turnover (last 3 FY)	

UDIN No.: ____________________

Name and Membership No. of CA, Signature, Seal and Date

Annexure E: Experience Proforma

Work Order/Contract No. and Date	
Client Name and Address	
Nature of work (warehouse/store operations/facility management)	
Contract Period	
Monthly/Annual Contract Value	
Proof Attached (WO/LOA + completion/ongoing certificate)	
Client Contact Person (Name, Designation, Mobile, Email)	

Note: Attach a separate proforma for each project, with supporting documents. Only projects which are either complete or ongoing (with at least one year completed) shall be considered for marking.

Annexure F: Technical Proposal Format (QCBS Narrative)

37. Bidder Profile – background, registrations, years of experience in warehouse/facility management services.
38. Understanding of Scope and Approach – proposed operating model for the Central Store, inventory controls, inward-outward process, and coordination mechanism.
39. Proposed Deployment Plan – site staffing plan, working-hours management, replacement plan, and supervision arrangement.
40. MIS and Recordkeeping Plan – register formats, digital MIS approach, frequency of reports, reconciliation method, and exception handling.
41. Consumables and Materials Plan – list of consumables/materials to be provided and replenishment arrangement.
42. Quality, Safety and Risk Controls – loss prevention, access control, stacking safety, fire safety coordination, pest control plan, and confidentiality controls.
43. Mobilisation Timeline – timeline from Letter of Award to commencement of services.
44. Attachments – organisation chart for contract management, sample MIS/report formats, and relevant certifications (including ISO certificates, if held).

Annexure G: Financial Proposal (BOQ Logic)

The Financial Proposal shall be submitted strictly in the Gem portal's BOQ/Price Schedule format. This annexure indicates the BOQ logic only:

Component	Bidder Quote
Monthly Lump Sum Fee for Central Store operation and management (exclusive of GST)	
GST	As applicable
Total Monthly Amount (inclusive of GST)	
Total for 12 months (exclusive of GST)	

Annexure H: Monthly Bill Submission Checklist

- Invoice for the month
- Attendance certified by authorised officer of GSHHDCL (biometric records)
- Daily inward-outward summary and monthly MIS as required
- Stock reconciliation statement (as applicable)
- Consumables/materials supply statement (if demanded)
- Documentary evidence of monthly pest control
- Any other document required by GSHHDCL/the portal

Authorized Signatory Name/Designation: ___________________ Date: ___________ Place: ___________ Company Seal

Annexure I: Affidavit of Non-Blacklisting

(On non-judicial stamp paper of Rs. 100/-, notarized)

I/We declare that the firm is not blacklisted/debarred by any Central/State Government Department/PSU/Board/Corporation. If found false, GSHHDCL may reject the Bid, forfeit the EMD/Performance Security, and take action as per law.

Deponent Signature: ___________________ Deponent Name: ___________________ Company Name: ___________________ Date: ___________________ Place: ___________________ Notary: ___________________

Annexure J: Performance Security Undertaking

To, Managing Director, Gujarat State Handloom & Handicrafts Development Corporation Limited, Gandhinagar

Subject: Submission of Performance Security – Central Store Operation and Management Contract

We, __________________________ (Name of Successful Bidder), undertake to submit Performance Security equivalent to 5% of the contract value within the stipulated time from issuance of the Letter of Award, in the permitted form. We further undertake that the Performance Security shall remain valid for the Contract Period plus 60 days, and shall be subject to forfeiture in case of default as per the tender conditions.

Authorized Signatory Name/Designation: ___________________ Date: ___________ Place: ___________ Company Seal

Annexure K: Format for Bank Guarantee (EMD / Performance Security)

(On requisite Stamp Paper)

This Deed of Guarantee is made on this ______ day of __________, 20___ at ________________ by __________________ Bank (“the Bank”/“the Guarantor”), having its Registered Office at _______ and an operational Branch Office at _____, Gandhinagar, in favour of Gujarat State Handloom & Handicrafts Development Corporation Limited (“GSHHDCL”).

WHEREAS GSHHDCL has undertaken a competitive bidding process for selection of an Agency for “Operation and Management of the Central Store” for which it issued an RFP/Tender inviting Bids (“the Project”), and WHEREAS [name of Bidder] (“the Bidder”) has submitted its Bid dated [date] (“the Bid”):

45. [Name of the Bank], at the request of the Bidder, hereby irrevocably and unconditionally guarantees the due and faithful fulfilment of the RFP terms by the Bidder, and undertakes to pay forthwith to GSHHDCL an amount of Rs. ………. (Rupees ……………… only) as a primary obligation, without demur, on the Bidder's failure to comply with the RFP terms.
46. Any written demand by GSHHDCL stating the Bidder's default shall be final, conclusive and binding on the Bank.
47. The Bank shall pay amounts due under this Guarantee without demur or reference to the Bidder, merely on first demand from GSHHDCL, restricted to an amount not exceeding Rs. ………. (Rupees ……………… only).
48. GSHHDCL shall be the sole judge of whether the Bidder is in default, and such determination shall be binding on the Bank, notwithstanding any dispute pending before any forum.
49. This Guarantee shall not be affected by any change in the constitution of the Bidder or the Bank, including merger, amalgamation or absorption.
50. GSHHDCL shall be entitled to treat the Bank as the principal debtor, with full liberty to vary RFP terms or extend timelines without releasing the Bank from liability.
51. Notices hereunder shall be sufficiently given if sent by courier or registered mail to the Bank's address specified herein.
52. It shall not be necessary for GSHHDCL to proceed against the Bidder before proceeding against the Bank under this Guarantee.
53. The Bank shall not revoke this Guarantee during its currency except with GSHHDCL's prior written consent.
54. This Guarantee shall remain in force till the Contract Period plus 60 days (for Performance Security) or 180 days from Bid submission (for EMD), as applicable.
55. The jurisdiction in relation to this Guarantee shall be the Courts at Gandhinagar, Gujarat, and the Laws of India shall apply.

IN WITNESS WHEREOF the Guarantor has executed this Guarantee on this _____ day of _______________, 20___.

Signed and delivered by the above-named ________________ Bank by its Authorized Signatory, as authorized by Board Resolution dated ______/Power of Attorney dated […………..]. Authorized Signatory Name: Designation: In the presence of: 1. 2. Note: GSHHDCL should be able to invoke this Bank Guarantee at any branch of the Bank located at Gandhinagar.