

### Engagement of Agency for Supply of Manpower

National Housing Bank requires the services of reputed manpower providing agency in providing Stenographers / Executive Assistants to the Bank. The Stenographers / Executive Assistants should be minimum graduate and having the necessary shorthand, computer knowledge. The agency must have the following minimum requirement to be eligible to apply.

- (a) The organization bidding must be a limited company.
- (b) The organization must have a Pan-India-Presence.
- (c) Company must be ISO 9001:2000 certified. This implies it is a process driven company.
- (d) Minimum turn over for the last 3 years 40 cr.
- (e) The organization must have web-site dedicated to deputed for information sharing.
- (f) Must be servicing Govt. / PSU offices.

Eligible agencies are required to submit the sealed quotations quoting the rates as under:

1. Salary (consolidated) payable per month per person (Stenographers).
2. Salary (consolidated) payable per month per person (Executive Assistants).

Sealed quotations to be super scribed as "Quotation for Stenographers/ Executive Assistants".

and sent to

Deputy General Manager (Admin)  
National Housing Bank,  
Core 5A, 4th Floor,  
India Habitat Centre,  
Lodhi Road,  
New Delhi - 110003

Last date for submission of quotation will be 02.12.2010 up to 5:00 PM.

Quotation will be opened on 03.12.2010 at 3.00 PM at Chintan Kaksh, 4th Floor of National Housing Bank's office in the presence of representatives, who wish to be present.

Deputy General Manager  
Administration Department

## REQUEST FOR PROPOSAL

National Housing Bank (NHB) is the apex Financial Institution in the country for housing, set up under an Act of Parliament and is a wholly owned subsidiary of Reserve Bank of India. The Bank is the regulator for Housing Finance Companies as also a significant provider of development finance.

The Bank is an officer oriented, professionally managed institution with headquarters in Delhi and offices in Mumbai, Hyderabad, Bangalore, Chennai, Lucknow and Ahmadabad with plans to open a few other offices in the country over the next few months.

To address the requirement of secretarial assistance, NHB invites quotations for provision of Executive Secretaries and Executive Assistants on contract basis for its Head Office at New Delhi.

Bank has a requirement of 15 Executive Secretaries and 20-25 Executive Assistances. The above numbers are tentative and the candidate's intake will be staggered depending upon the requirements. The agency should quote their rate for each Executive Secretary and Executive Assistant. The contract will be for a period of one year. The contract may be extended for period of another one year on mutually acceptable terms and conditions subject to the work of the Agency being found satisfactory by the Bank.

The Agency shall be responsible for compliance of all statutory requirements as well as local laws, regulations, rules etc. that may be in force. The Agency shall also provide to the Bank certificates of compliance of any law, rule, central, State or local as may be required by the Bank from time to time. The Agency shall also indemnify the Bank against any damage or loss caused by any of the staff deployed by the Agency at the premises of the Bank.

The terms and conditions for provision of the services are placed at Annexure.

Interested Agencies may send their proposal in a Sealed Cover superscribed "Quotation for Stenographers/ Assistants latest by 5 p.m. on 2<sup>nd</sup> December, 2010 at the following address:

The Deputy General Manager (Admin),  
National Housing Bank,  
Core 5A, 4<sup>th</sup> Floor,  
India Habitat Centre,  
Lodhi Road,  
New Delhi - 110 003

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NHB reserves the rights to change the terms of this inquiry/request, reject or accept any proposal and / or reject any or all proposals without assigning any reason whatsoever.

### Annexure 1

#### External Staffing Details

Present Requirement 15 Executive Secretaries/20-25 Executive Assistants.

#### **TERMS AND CONDITIONS:**

Sr. No.	Details	
1.	Designation	Executive Secretaries (ES) / Executive Assistants (EA)
2.	Job Responsibility	<p><b>Executive Secretaries:</b> Personal Assistant to senior officer of Department Assistant.</p> <p>Will be responsible for stenography, assistance in routine administration, internal housing keeping, filing, appointments, managing personal office and record keeping. Should be capable of handling routine matters independently including basic correspondence, e-mail telephone discussions etc.</p> <p><b>Executive Assistants:</b> Will be assisting the various divisions in the Bank.</p> <p>Will be responsible for accounts related activities such as ledger posting, voucher preparation, processing of bills in case posted in operation/ Accounts Department, maintaining of files various calculations, processing of bills, processing of applications, inventory etc.</p>
3.	Qualifications and skills	<p><b>Executive Secretaries:</b> Qualification in shorthand and typing with minimum speed of 80-100 words/min and 35 words/ min respectively.</p> <p>Proficiency in Computers (MS Office, spreadsheet, e-mail, use of internet etc.).</p> <p>Good communication ability in Hindi and English, telephone skills. Knowledge of General Record Keeping, pleasant disposition and reasonably good general knowledge.</p> <p><b>Executive Assistants:</b> Minimum Degree in any discipline with proficiency in computers, accounting skills, general administration, Good communication ability in Hindi and English, telephone skills. Knowledge of General Record Keeping, Pleasant disposition and reasonably good general knowledge.</p>
4.	Male or female	Either
5.	Experience	<b>Executive Secretaries:</b> Minimum 1 year experience of

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Sr. No.	Details	
		working as Stenographer with knowledge and experience of General Record Keeping.
		<b>Executive Assistants:</b> Minimum 1 year experience of working as Assistants/accounting assistants with knowledge and experience of General Record Keeping.
6.	Shift (Timing)	9.45 A.M. to 6.00 P.M. (Monday to Friday).  Have to working beyond office hours as and when required by the Department and during holidays. In case of late arrival / early departure for every three days of such occurrence one day's salary will be deducted.
7.	Provision against staff on leave	Please provide your staff rotation policy. Please also indicate replacement for staff on leave.
8.	Change of staff	If in the opinion of NHB, a particular staff is not suitable, S/he would have to be replaced within 15 days of written intimation by NHB. The suitability and performance will be solely assessed by NHB.
9.	Posting to offices at different places	Bank has its Head Office at Delhi and has Branch/representative office at Mumbai, Hyderabad, Chennai, Bangalore and other Centers. Though, initially assistants will be required only for Delhi Office but depending upon the requirement you may be required to post sufficient staff at other centers. How well the organization is equipped to post assistants at other centre (only State capitals)
10.	Personal details	The organization should furnish the following respect of staff provided by them.  a. Name b. Age c. Qualifications d. Address - Local e. Address - Permanent f. Certificate to the effect that no criminal case is pending/history against the staff provided.
<b>DETAILS TO BE FURNISHED</b>		
11.	No. of Assistants provided to various organizations	Please provide break up for the last three years organization wise and year wise. The same may please be provided for public Sector and private sector respectively. The details may please be provided in the format enclosed herewith as annexure 2.
12.	Turnover of the company	2007-08

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Sr. No.	Details	
	in the past 3 years	2008-09 2009-10
<b>FINANCIALS</b>		
13.	Salary per person	Please quote details with break-up
14.	Late Sitting Fee	Please quote your estimation of late sitting fee per hour and for half/full day.
15.	Conveyance	No separate conveyance will be provided.
16.	Commercials	Please quote your particulars on monthly service charges, one time sourcing/recruitment fee etc.
17.	Terms and conditions	Please quote details, if any.
18.	Service Tax	Please quote details
19.	Taking all the above into consideration amount to be paid per month for one Stenographer or Assistant.	Quote CTC per person taking into account all payments.

### Anneuxre 2

Experience	Secretaries Basic	Secretaries Advanced	Accounts/ Administrative Assistant	Other's (Please Specify)	Total
0-3 years					
3-7 years					
7-12 years					
> 12 years					

Note: Details of staff with relevant experience may be indicated in the above boxes.