



NATIONAL HOUSING BANK

Quotation Call Letter for Providing Courier Services to the Bank

ABOUT THE BANK

National Housing Bank is an Apex Financial Institution for Housing Finance in India and constituted under the act of Parliament 'National Housing Bank Act 1987'. The Bank has its head office in New Delhi and Regional Office (RO) in Mumbai. Besides, the Bank has 11 Regional Representative Offices (RROs) across India at Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chennai, Hyderabad, Jaipur, Kolkata, Lucknow, Nagpur & Patna.

REQUIREMENT DETAILS

National Housing Bank requires the services of a Courier Agency for sending letters/documents/articles to various parties across India and abroad.

The agency should be capable of providing courier service in India on its own. However, if the vendor provides courier service abroad through its channel partner, the details of channel partners are to be provided along with the documentary proof in support of credibility of the channel partners.

PERIOD OF CONTRACT

The period of contract for this arrangement will be for 3 years from the date of awarding of contract subject to satisfactory performance of the vendor. The performance review will be done on six monthly basis. The Bank reserves the right to cancel the contract at any point of time if the services of the agency is not found satisfactory.

PENALTY CLAUSE

The vendor shall have to deliver all daks/letters/articles within 02 working days in Delhi & NCR and within 3 working days at Major A Class cities (viz. Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad). The maximum permissible time at any other location in India and abroad shall be 5 working days and 8 working days respectively. Penalty will be charged @ Rs. 500 for per day delay from the maximum permissible delivery time as indicated above. However, if the articles/correspondences

remains undelivered after 15 days, the Bank reserves the right to cancel the contract. In that case, the EMD amount may be forfeited as per Bank's discretion.

PRE-QUALIFICATION CRITERIA

1. The organization must have presence on PAN India basis and vendor should be able to provide support services across India. List of offices at major cities is to be provided by the bidder.
2. Average turnover of the Company for the last three years should be equal to or more than Rs. 1 crore.
3. The organization must have its own web-site containing the information about the company and having the provision to track the assignment/article online.
4. The organization should have at least three years' experience in providing courier services.
5. The organization should have provided such services in at least 2 Government/PSU/Banks/FIs in India.

Note: The bidding company is required to provide documentary proof against each of the pre-qualification criteria failing which the bid document may be rejected.

BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid including the supporting documents on PQC and Commercial portion of the bid separately in two separate sealed envelopes, duly super scribing "**Quotation for Providing Courier Services in National Housing Bank**", "**TECHNICAL BID**" or "**COMMERCIAL BID**" as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s)

signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

LANGUAGE OF BID

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

EARNEST MONEY DEPOSIT

The bidder has to submit earnest money deposit of Rs. 10,000 (Rs. Ten Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract.) by way of an e-payment in favour of **National Housing Bank**. The Accounts details are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre,
Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch,
Ground Floor, Core-6, Scope Complex,

Lodhi Road, New Delhi - 110 003

5. *Type of Bank Account: Current account*
6. *Beneficiary Bank A/C No: 52142903844*
7. *IFCS code of Bank branch: SBHY0020511*
8. *MICR No.: 110004005*

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-A.

LAST DAT FOR SUBMISSION OF BID DOCUMENT

The last date for submission of bid documents is December 05, 2014 by 5:00 PM. No bids shall be accepted by the Bank, which are received after the aforesaid timeline. The technical bids will be opened on 08.12.2014 at 03:00 PM at National Housing Bank, Head Office, New Delhi.

XXXXX

COMMERCIAL BID FORMAT

Sr. No.	Particulars	Area-wise Charges		Total Charges (In Rs.)
1.	Rate of Courier Service	a.	Delhi & NCR	
		b.	Mumbai, Kolkata, Chennai, Hyderabad, Ahmedabad & Bengaluru	
		c.	Other Cities	
		d.	Abroad	
Total				

Note :

1. Service Tax shall be extra on actual basis.

“L1 Criteria - 60% weightage on the charges mentioned against Sr. No. 1a + 20% weightage on the charges mentioned against Sr. No. 1b + 10% weightage on the charges mentioned against Sr. No. 1c + 10% weightage on the charges mentioned against Sr. No. 1d, will be taken into account while calculating the L1 bidder.”