

Request for Proposal

For Hiring Photocopy Machines

Administration Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003
Phone: 011-24611070
E-Mail: souravs@nhb.org.in

Note:- Technical bids will be opened in the presence of bidders who choose to attend.

<u>BID DETAILS</u>		
1.	Date of commencement of collection of Bid Documents	03-07-2013
2.	Last date and time for collection of Bid Documents	03-07-2013 17.00 hrs
3.	Last date and time for receipt of Bid Documents	19-07-2013 15.00 hrs
4.	Date and Time of opening of Technical Bid	22-07-2013 14.00 hrs
5.	Earnest Money Deposit Amount	Rs. 10,000/- (refundable) (Rs. Ten Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Administration Department Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB), a statutory organisation is wholly owned subsidiary of the Reserve Bank of India. NHB is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata, Lucknow, Patna and Bhopal.

2. SCOPE OF WORK:

- NHB intends to hire two heavy duty photocopier machines, for its office at NHB, India Habitat Centre, Lodhi Road, New Delhi-3. The annual expected volume of work is about 2,40,000 copies approximately. However, the number is indicative only.
- The vendor has to provide **CANON IR3245** Machines.

3. GENERAL TERMS & CONDITIONS:-

The general terms & conditions applicable for submission of and for award of contract by NHB are as follows:-

1. Quotation/tender must accompany Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees Ten Thousand Only) by way of ECS in favour of "**National Housing Bank**" payable at New Delhi. (ECS details given on page 8)
2. The period of validity of quotation for acceptance shall be six months from the closing date. NHB shall not entertain any request for escalation in cost/price on account of any reason whatsoever during the period of validity of quotation.
3. All applicable taxes and levies, if any, should be included in the price in

Financial Bid. No extra cost will be paid on account of transportation, insurance, packaging, spare parts, maintenance of machines etc., on any other account including budget levies, if any.

4. The Contractor, before submitting quotations, should clearly understand NHB's requirement and in case any information/clarification is required, they may visit NHB office during working days (Monday to Friday between 11.00 a.m. to 4.00 p.m.). It may be noted that no clarification/information, after closure of the last date of receipt of quotation, would be entertained.
5. In the event any machine being non operational for a continuous period of 24 hours, the vendor will provide a back-up machine.
6. 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.
7. In the event of vendor's failure to supply/provide the services of acceptable quality as per contract, the company reserves the right to execute the work from any other source at the vendor's risk & cost and the difference in the cost shall be borne by the vendor. In that case the EMD amount may be forfeited.
8. If the vendor is not able to supply/provide the services within the specified period, he would be liable to pay liquidated damage @ ½% per day or part thereof subject to maximum of 10% of the total cost of the contract.
9. If the services are found satisfactory, the contract may be renewed for another year with mutual consent of both the parties on the same terms & conditions.
10. The vendor should submit the Bank details as mentioned in the Annexure-E.
11. All differences and disputes arising between the vendor and NHB on any matter concerning the work of photocopy, shall be referred for arbitration to a sole Arbitrator appointed by the Chairman and Managing Director, NHB in accordance with the provisions of Arbitration and Conciliation Act 1996 and the decision and award of the Arbitration shall be final and binding on the parties thereof. The jurisdiction/place of arbitration shall be Delhi.
12. NHB reserves the right to reject any or all bids and/or alter the quantity keeping in view the requirement of NHB without assigning any reason.

4. Payment terms: -

- i. Monthly Bills to be raised by the vendor on National Housing Bank and

the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.

The tender bid (technical and Financial bid) is to be sent in separate sealed cover envelopes. These two sealed envelopes are to be put in a third envelop superscribing "**Quotation for hiring Heavy Duty Photocopier Machine**" and should be sent to **The Deputy General Manager (Administration) NHB** deposited in Tender Box available at 4th Floor of **Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110003** by P.M on or before

The Technical bids will be opened at PM on and for opening the financial bids of those vendors who technically qualify, date & time will be intimated to the vendors. The representatives of bidders can participate in Tender opening process.

5. INSTRUCTION TO BIDDERS

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required as per the bidding documents may result in the rejection of the bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

Contact : N Udaya Kumar
Position : Dy. General Manager
Email : nudayak@nhb.org.in

Telephone : +91 - 11 - 24649432

Fax : +91 - 11 - 24649432

- Bank may, in its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working day (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.
- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.

6. 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-E.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

6.1 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.

6.2 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by

masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

6.3 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

6.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

6.5 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

6.6 Period of Validity

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

6.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

6.8 Submission of Bids

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal) and place both the envelopes in a third envelope, which shall also be only sealed with red lac.

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

Dy. General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

6.9 Late Bids

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

6.10 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

6.11 Content of Documents to be Submitted

6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Bidder's information as per part "I" of Annexure-'A'.
- ii. Undertaking Letter as per part "II" of Annexure -'A'.
- iii. Compliance Statement Declaration - Annexure-'B'
- iv. Pre-Qualification Criteria - Annexure - 'C'
- v. Format for Commercial Bid - Annexure - 'D'
- vi. ECS Mandate Format - Annexure - 'E'

6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'D' and should be **all-inclusive, including taxes and other Govt. levies etc.** In case of any variation (upward or down ward) in Government levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted to the Bank.

7. PENALTY CLAUSE

If the vendor is not able to supply/provide the services within the specified period as indicated in clause 8, under the head "General Terms and Conditions", he would be liable to pay liquidated damage @ ½% per day or part thereof subject to maximum of 10% of the total cost of the contract. If the total delay goes beyond 20 days (accumulated delay), Bank in its own discretion can cancel the order. In that case, EMD amount will be forfeited.

8. 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 and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing **“Quotation for hiring Heavy Duty Photocopier Machine”**, **“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.

9. BID OPENING AND EVALUATION

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned at **point no. 7** in “Bid Details”.

The bidders or their representatives who are present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

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.

10. CLARIFICATIONS ON BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

11. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

12. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

13. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids 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 ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large

requirements.

14. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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Part - I**BIDDER INFORMATION**

1.	Name and Address of Agency with Tel. No., Fax & Email	
2.	Name and Tel. No/Mobile No. of Owner	
3.	Name and Tel. No/Mobile No. of Contact person	
4.	Name of the organization to be mentioned. 3 year of Experience of doing similar work in Govt./PSU Sector (Proof to be attached along with certificate)	
5.	Details of Photocopy machines their make, model & year of purchase- 1.With networking printing 2.Networking scanning 3.Scan to folder/email 4.Duplexing from back to back 5.Copying/printing with automatic reverse document 6.Two input trays, 7.Reduction/enlargement/ (machines should not be more than 2 years old)	Yes/No Yes/No Yes/No Yes/No Yes/No Yes/No Yes/No
6.	Turn over during the previous 2 years i.e. 2009-2010 and 201011 (copy of profit & loss to be enclosed)	

Authorized Signatory with Seal

ANNEXURE - A

Part - II:

Letter to be submitted by bidder along with bid documents

To
The Deputy General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Sir

Reg: Our bid for Hiring of Photocopy Machines

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire

work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 200_.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

COMPLIANCE STATEMENT
DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1) _____

2) _____

3) _____

4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of company

Pre-Qualification Criteria

- I. The vendor should have at least 3 years experience of providing the photocopier machines on hire in PSU/Govt. Sector/Banks/Financial Institutions (**supporting documents to be attached**).
- II. The vendor should have turnover of at least Rs. 20 lakhs per year during the year 2009-10 and 2010-11(**proof to be attached**)

ANNEXURE - D

FINANCIAL BID FORMAT

S. No.	Description of Items	Details/ Specifications	Rate per month per machine
1	2	3	4
1)			

S. No.	Rate per copy above 10000 copies
2)	

- The price quoted should be inclusive of all.
- No charges to be levied by the firm for 10000 copies every month.
- Please quote the rate per copy for subsequent copies over and above 10000.

L-1 Criteria :

- a) The total of rate per month + (rate per copy * 10000)
- b) The lowest rate of a) quoted by the firm would be L-1.

Annexure - E

ECS MANDATE

**FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT
FROM NATIONAL HOUSING BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch
(to be obtained from the respective branch) _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank