

**RFP for selection of an Agency for  
maintenance/catering of Visiting  
Officers' Flat at Jangpura Extension,  
New Delhi**

**Administration Department  
Head Office, National Housing Bank  
Core 5-A, 3<sup>rd</sup> Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110 003  
Phone: 011- 24611070  
E-Mail: [souravs@nhb.org.in](mailto:souravs@nhb.org.in)**

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

<b><u>BID DETAILS</u></b>		
1.	Date of commencement of collection of Bid Documents	14/09/2015
2.	Last date and time for collection of Bid Documents	05/10/2015 17.00 hrs
3.	Last date and time for receipt of Bid Documents	05/10/2015 17.00 hrs
4.	Date and Time of opening of Technical Bid	06/10/2015 12.00 hrs
5.	RFP Cost	Rs. 2000/- (non-refundable)
5.	Earnest Money Deposit Amount	Rs. 25000/- (refundable) (Rs. Twenty Five 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

## TABLE OF CONTENTS

<b>Sl. No.</b>	<b>SUBJECT</b>	<b>PAGE NO</b>
1.	About National Housing Bank	04
2.	Requirement Details	04
3.	Important Terms & Conditions	06
4.	Penalty Clause and Payment terms	07
5.	Instruction to Bidders	07
6.	EMD	09
7.	Bidding Process	13
8.	Bid Opening and Evaluation	13
9.	Clarification on Bids	14
10.	Preliminary Examination	14
11.	Contacting the Bank	14
12.	Bank's Right to Accept or Reject any or all Bids	15
13.	Signing Contract	15
<b>ANNEXURES</b>		
14.	Annexure A (Part - I) - Undertaking letter	16
15.	Annexure A (Part - II) - Bidder Information	18
16.	Annexure B - Compliance Statement Declaration	20
17.	Annexure C - Pre-Qualification Criteria	21
18.	Annexure D - Format for Commercial Bid (Part - I)	22
19.	Annexure E - ECS Mandate	23

## 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 and Bhopal.

## 2. REQUIREMENT DETAILS

Offers are invited from the reputed Agencies/vendors for providing maintenance and Catering Services in Bank's Visiting Officers' Flat (VOF) located at Jangpura Extension, New Delhi for a period of 3 years subject to half yearly review. The VOF of the Bank has 08 rooms, 02 attendant rooms and two halls. Besides, there is a small lawn outside the VOF and other infrastructure viz. Kitchen and store room.

The contract shall be for a period of three years subject to six monthly review. The broad requirement of staff (indicative and may vary upon the actual requirement of the Bank) to be deployed at VOF for its maintenance and catering is as under:

<b>Sr. No.</b>	<b>Service Required</b>	<b>Qty</b>
1.	Supervisor	01
2.	Cook	01
3.	Helper Assistant (Housekeeping, Room Boy, Kitchen Assistant)	03

## **IMPORTANT TERMS & CONDITIONS:**

- a. Contractor has to ensure maintenance and up-keeping of VOF for 08 rooms, 02 attendant rooms and two halls including gardening and plantation/Flowering in the small lawn outside VOF, laundry service as also inside VOF wherever applicable.
- b. Operation, maintenance and supervision of kitchen and dining hall for catering to guests
- c. Supply of cleaning material, washing powder for clothes, cleaning of linen and upholstery, kitchen equipment and cutlery, crockery for about 8 rooms. Supply of Two sets of Newspapers (2 Hindi & 2 English) to be kept in the common area of the VOF.
- d. Arrangement for high quality branded toiletries, tea kit and mineral water bottles
- e. All guests should be provided with a welcome kit containing necessary items on arrival at VOF. Contractor has to ensure complete hygiene of the VOF, common areas, kitchen, utensils & other crockery items including items kept in the VOF rooms/common areas.
- f. The service staff(s) shall be employed/engaged by the Company/ Agency and NHB shall not in any way be responsible for their terms of employment/engagement or violation of any labour law. The Company /Agency shall maintain the record of the service staff and inform the same to the Bank. The service staff should be well trend in handling appliances (viz. Washing machine, inverters, TVs, ACs, and Refrigerator etc.).
- g. The contractor shall not engage minors for service. Further, the contractor shall comply to the minimum wages as defined by the Govt. of NCT Delhi to all its staff as per their criteria of employment.
- h. This contract should not be construed to interpret as having got employment for the Bank or claim on Bank's property. On completion of the contract or whenever the Bank decides the contractor and his staff will immediately vacate the premises and handover the crockery items/ all items earlier given to them by the Bank.
- i. During the absence of the staff (s) for any reason, the company shall provide substitute staff so that uninterrupted services are ensured.
- j. The staff should be courteous, well behaved and possess positive attitude. They should be neat and well dressed and be in uniform. They should be conversant with the basics of the trade.

- k. Any dispute w.r.t. to contract shall fall under the legal jurisdiction of Delhi Courts only.
- l. Replacement of the service staff may be done by the agency only after proper substitute has been provided by the contractor with a minimum of 15 days overlapping period.
- m. The contractor should be a company of repute, wherever applicable and should be in operation for last 5 years. The Agency should have minimum 3 years of experience in providing catering services to RBI/PSUs/PSBs./MNC's

### 3. OTHER TERMS & CONDITIONS

#### **Detailed Terms and Condition for providing Daily Catering Services in the Bank Premises**

##### 1. Period of contract

The contract is for the period of 3 years, subject to half yearly review by the Bank.

##### 4. Quality of Raw material

The contractor shall ensure for the high quality raw materials (viz. milk, vegetable, bread, other grocery items). If any time, during inspection, Bank finds that the quality of raw materials are not upto the mark, Bank reserves the right to cancel the contract.

##### 8. Maintenance/Catering Staff

The maintenance/catering/service staff /Cook shall be employed/engaged by the contractor and NHB shall not in any way be responsible for their terms of employment/engagement or violation of any labour law. The Company / Agency shall maintain the record of the service boy and inform the service staff so employed/engaged. The staff shall be properly dressed in neat and tidy uniform besides being courteous, well-mannered and attentive. They should be conversant with the basics of the trade. Catering Staff /maintenance staff should be present all the time in the VOF for attending guests/officers of the Bank.

##### 9. Notice for Termination of Contract

The arrangement can be terminated by either party by giving TWO months' notice. The Vendor/Agency shall not sub-let the contract. If it is violated the Bank reserves the right to terminate the contract without any notice.

10. Any other incidental service required by the Bank and not covered in the terms and conditions will be negotiated separately each time.

11. During the absence of the any of the maintenance/catering staff for any reason, the agency/vendor shall provide suitable substitute staff so that uninterrupted services are ensured.

**PENALTY CLAUSE:**

1. Whenever any staff remains absent, the agency should make alternative arrangement suitable arrangement. However, in case, any staff remains absent for more than 2/3 days due to any reason, an amount of Rs. 1000/- per day shall be deducted towards penalty from running bill.

**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 "TECHNICAL BID FOR PROVIDING VOF MAINTENANCE/CATERING SERVICES AT JANGPURA EXTENSION, NEW DELHI' on 1st Cover and "FINANCIAL BID FOR PROVIDING VOF MAINTENANCE/CATERING SERVICES AT JANGPURA EXTENSION, NEW DELHI' on 2nd Cover. These Bids to be dropped in the Tender Box kept in the Diary Section located on 4th Floor in the Bank on or before August xx, 2015 (upto 5.00 PM)

The Technical bids will be opened at 12:00 noon on August xx, 2015, 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**

Interested Agencies/Vendors may visit the Bank for inspecting the VOF and other infrastructure facilities. Thereafter, if they are interested, they can collect/download the application form from Bank/NHB Website ([www.nhb.org.in](http://www.nhb.org.in)) having all details from the Administration Department of National Housing Bank at address stated above from 11.00 a.m. to 5.00 p.m. till August xx, 2015. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its 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 : Sourav Seal**  
**Position : Dy. General Manager**  
**Email : [souravs@nhb.org.in](mailto:souravs@nhb.org.in)**  
**Telephone : +91 - 11 - 24611070**  
**Fax : +91 - 11 - 24611070**

- 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 days (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 the RFP cost of Rs. 2,000/- (non-refundable) and Earnest Money Deposit of Rs. 25,000/- (Rs. Twenty Five 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, 4<sup>th</sup> 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. Undertaking Letter as per part "I" of Annexure - 'A'.
- ii. Bidder's information 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-exclusive (All**

**applicable taxes to be quoted seperately.** 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 Bank.

## **7. 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 Selection of Agency for Providing VOF maintenance /catering Services at Jangpura Extension, New Delhi”, “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.

## **8. 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.

#### 9. 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.

#### 10. 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.

#### 11. 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.

**12. 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.

**13. 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.

-----XXX-----

**Part - I:**

**Letter to be submitted by bidder along with bid documents**

To  
The Dy. General Manager  
Administration Department  
National Housing Bank,  
Head Office  
Core 5-A, 4<sup>th</sup> Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Sir

**Reg: Our bid for Selection of Agency for Providing VOF maintenance /catering Services at Jangpura Extension, New Delhi**

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 \_\_\_\_\_ 2015.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
(Authorised

Signatory)

Part - II

Bidder's Information

**APPLICATION FOR Selection of Agency for Providing VOF  
maintenance /catering Services at Jangpura Extension, New  
Delhi IN NHB, NEW DELHI.**

**PART-I  
THE FORMAT FOR TECHNICAL BID**

From

\_\_\_\_\_

To

DGM (Admn.)  
National Housing Bank,  
Core 5A, India Habitat Centre,  
Lodi Road  
New Delhi 110003.

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be filled in by the Agency</b>
1.	Name of the Agency/Contractor/Contact person	
2.	Regd. Office/Business address of the Agency	
3.	Date of Incorporation/Constitution	
4.	PAN/TAN Nos. of the Agency	
5.	Service Tax Registration No.	
6.	*Years of experience of serving with Govt. /PSU organizations with minimum 120 persons.	
7.	Organizations/Corporations/Departments where the experience has been gained.	

8.	Whether registered with Sales Tax Department Date of Registration	
9.	Catering Business Turnover in the last 3 years. (year-wise)	2012-13: 2013-14: 2014-15:
10.	Whether the caterer/agency has a Bank Account and type of Account.(Provide Details)	

\*Bank Reserves right to decide the cut off duration of Experience.

\*\*Bank reserves right to call for proof/ do verifications.

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**

1. The bidder should have its office in Delhi/NCR.
2. The bidder should be a company of repute, wherever applicable and should be in operation for last 5 years. The Agency should have minimum 3 years of experience in providing catering services to RBI/PSUs/PSBs./MNC's
3. The bidder should have achieved average annual sales turnover of Rs. 40 lakhs in the last three years i.e. 2012-13, 2013-14 & 2014-15. Certificate from the Chartered Accountant is to be enclosed.
4. The contractor will have to produce, on demand, license/permit/approval etc .from the concerned statutory authority to the local office of NHB or any other authority concerned for carrying out this type of work. The caterer/Agency will have to abide by all applicable laws/rules including minimum wages/PF etc. The caterer will be solely responsible for violation of any laws.
5. The contractor will be required to accept the payment terms decided by the Bank. However, normally endeavor will be made to make payment of monthly bills.

**Note: Bidders have to submit necessary valid documents to satisfy the Pre-Qualification Criteria mentioned above.**

## FINANCIAL BID FORMAT

Table - A

Sr. No.	Service Required	Charges (In Rs.)*
1.	Charges for overall maintenance of the VOF (Including Staff, catering, gardening, general maintenance, laundry & cleaning etc.)	
<b>TOTAL 1</b>		

Table - B

Sr. No.	Menu	Qty	Rate
1.	Breakfast (toast Omlet or corn flake/oat/porridge with milk, or Dosa with Sambhar or parantha with curd, and tea or coffee)	01	
2.	Lunch or Dinner (Dal, rice, two seasonal vegetables, 4 roti, salad, pickle, curd)	01	
3.	Special Lunch or Dinner (Paneer/Non-veg etc. in place of one seasonal vegetable)	01	
4.	Tea Coffee (additional)	01	
<b>TOTAL 2</b>			

L1 Criteria

$$L1 = .60 \times \text{TOTAL 1} + .40 \times 60 \times \text{TOTAL 2}$$

\*The charges to be indicated should be all inclusive. However, the taxes wherever applicable has to be mentioned/indicated by the agency/vendor separately.

**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