

Request for Proposal
For Engagement of Agency for
Supply of Manpower

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	04/06/2013
2.	Last date and time for collection of Bid Documents	24/06 /2013 17.00 hrs
3.	Last date and time for receipt of Bid Documents	24/06 /2013 17.00 hrs
4.	Date and Time of opening of Technical Bid	25/06 /2013 14.00 hrs
5.	Cost of RFP	Rs. 1000 /-(Non refundable)
6.	Earnest Money Deposit Amount	Rs. 25,000/- (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

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (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. NHB is a wholly owned subsidiary of the RBI.

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. REQUIREMENT DETAILS

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

To address the requirement of Executive Assistance, NHB invites quotations from the prospective bidders to supply/provide Executive Assistants on contract basis for its offices as mentioned above.

Presently, Bank has engaged 60 Executive Assistants for its offices. The requirement of Executive Assistants is tentatively the same as present strength. However, the intake of EA will vary depending upon the requirements. The agency should quote their rate for each Executive Assistant. The contract with the selected bidder will be of 3 years subject to yearly review.

3. DETAILS OF REQUIREMENTS OF EA

Sl. No.	Details	
1.	Designation	Executive Assistants (EA)
2.	Job Responsibility	<p>Executive Assistants: Will be assisting the various division in the Bank.</p> <p>Will be responsible for accounts related activities such as ledger posting in register, voucher preparation, processing of bills in case posted in operation/Accounts Departments, maintaining of files, typing of documents, preparation of calculation sheets, updating inventory etc. The list of work given here is indicative. Bank has its own discretion to utilize the services of EA wherever required.</p>
3.	Qualification & Skills	Bachelor Degree in any discipline with proficiency in computers, accounting skills, general administration, Good communication ability in Hindi and English, Knowledge of General Record Keeping, Pleasant disposition and reasonably good general knowledge.
4.	Male or Female	Either.
5.	Experience	Minimum 1 year experience of working as Assistants with knowledge and experience of General Record Keeping.
6.	Shift (Timing)	<p>10.00 A.M. to 6.00 P.M. (Monday to Friday)</p> <p>The EAs have to work beyond office hours as and when required by the Department as also during holidays. In case of late arrival/early departure bank has its own discretion to deduct leave/salary of the EA.</p>
7.	Provision against staff on leave	The bidding company has to provide replacement in case if any Executive Assistant goes on leave beyond 4 working days at a

		stretch.
8.	Change of Staff	If in the opinion of NHB, a particular staff is not suitable, they 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, Bangalore, Lucknow, Chennai, Kolkata Ahmedabad, Patna, and Bhopal, and also in the process of opening new RRO's at Jaipur, Bhubaneswar, Nagpur and other centers. The posting of EAs will depend upon the requirement at various offices of NHB.
10.	Personal Details	The bidder should furnish the following respect of staff provided by them. <ol style="list-style-type: none"> 1. Name 2. Age 3. Qualification 4. Address - Local 5. Address - permanent 6. Certificate to the effect that no criminal case is pending/history against the staff provided.

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.
- ii. The monthly bill raised by the Company on NHB should also contain documents evidencing payment of PF, ESI and other statutory dues payable to the concerned authorities by the Agency.

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 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 and conditions defined in the RFP.
- 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 - 24611070
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 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. RFP Cost and Earnest Money Deposit

The bidder has to submit 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 till end 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. Besides EMD, the bidders have to deposit Rs. 1000/- (non refundable) towards RFP cost. The Accounts details for e-payment 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 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 Engagement of Agency for Supply of Manpower**" and should be sent to **The Deputy General Manager (Administration) NHB Core 5A, 4th Floor, 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.

The bid should be addressed to the Bank at the following address up to the time and date mentioned on para 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. 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', Part - I
- vi. Format for Commercial Bid Annexure - 'D', Part - II
- vii. 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' Part - II 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:-**

The Bank expects basic service level from the firm.

"In case any Executive Assistant resigns/leaves the job without any notice (one month) period then the firm has to ensure to send minimum 4 CV's / Bio Data of the candidates with requisite qualification and experience with in a period of three working days to enable the Bank to select a suitable substitute"

In case they fail to comply with the requirement given above a penalty of one percent of annual service charge per day delay may be charged by the Bank, up to a maximum of 10%. In case the delay is more than ten days the Bank reserves the right to terminate the contract by giving one month notice and also the EMD amount of Rs.25, 000/- deposited by the firm would 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 superscribing **“Quotation for Engagement of Agency for Supply of Manpower”**, **“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 on page 2 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.

Part - I:

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 Engagement of Agency for supply of Manpower

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)

Part - II

Bidder's Information

DETAILS TO BE FURNISHED		
1.	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.
2.	Turnover of the Company for only "Manpower supply"	2010-11 2011-12 2012-13

NOTE:

1. Attach copies of the audited balance sheets, including all related notes, income statements for the last three financial years, as indicated above.
2. The financial data in above prescribed Performa should be certified by Chartered Accountant/Company Auditor under his signature and stamp.

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 (P.Q.C)

- I. The organization bidding must be a limited company.
- II. The organization must have presence in Delhi, Mumbai and other major metro cities and should be able to provide manpower in other centers where Bank desires.
- III. Company must be ISO 9001:2000 certified. This implies it is a process driven company.
- IV. Minimum turn over for the last 3 years should be 30 cr. for each year.
- V. The organization must have its own web-site containing the information about the company.
- VI. The organization must possess requisite Government clearance/certificates/registered with respective Government department towards carrying business on Man power supply.
- VII. The organization should have at least three years experience in supplying manpower in at least 2 Government/PSU/Banks/FIs in India.

N.B – The bidder has to provide the documentary proof against each P.Q.C. points.

FINANCIAL BID

Part - I

The minimum salary to be paid to the EAs should not be less than the existing salary (Rs 11250/- per month) they are drawing, who are posted in NHB as EA. The present salary is as under.

Table A

Executive Assistant	Senior Citizen
Basic - 6500	Consolidated salary
HRA - 3250	- Rs. 11250/- p.m
Transport Allowance - 500	*Conveyance -
Special Allowance - 500	Actual
Medical allowance - 500	Overtime - Rate per
*Conveyance - Actual	hour
Overtime - Rate per hour	Provident Fund
Provident Fund (Employee) -	(Employee) - N/A
As applicable.	ESI (Employee) -
ESI (Employee) - As	N/A
applicable.	TDS - 10%
Professional Tax (Month) -	Labour Welfare
N/A	Fund - N/A
Labour Welfare Fund - N/A	
Income Tax - N/A	

***Conveyance: Whenever the EA/SC is deputed on official work from office, he/she may be paid conveyance from office to destination and back, which shall be paid by the Bank to the Agency.**

Part - II

FINANCIAL BID FORMAT

Please quote details with break-up

S.No.	Criteria	Amount
1	Salary per EA per month with break-up as given in Table A above	
1.1	For 1st Year	
1.2	For 2nd Year	
1.3	For 3rd Year	
2	Service charges per EA per month -	
2.1	For 1st Year	
2.2	For 2nd Year	
2.3	For 3rd Year	
Total (1.1+1.2+1.3+2.1+2.2+2.3) *		

***L1 will be decided on this quoted amount.**

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