

**Request for Proposal**  
**For Engagement of Agency for**  
**Hiring Hindi Translator &**  
**Hindi Stenographer**

**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	08/05/2014
2.	Last date and time for collection of Bid Documents	30/06/2014 17.00 hrs
3.	Last date and time for receipt of Bid Documents	30/06/2014 17.00 hrs
4.	Date and Time of opening of Technical Bid	01/07/2014 12.00 hrs
5.	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), 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. REQUIREMENT DETAILS**

NHB requires a Hindi Translator & Hindi Stenographer through manpower supply agency for carrying out Hindi translation and stenography work in Rajbhasha Department of the Bank.

The contract for hiring Hindi translator 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 translator being found satisfactory by the Bank.

## **3. TERMS & CONDITIONS**

### **3.1 HINDI TRANSLATOR**

<b>Sl. No.</b>	<b>Details</b>	
1.	Designation	Hindi Translator
2.	Job Responsibility	Will be responsible for Hindi translation of various documents/letters of communication

		in the Bank.
3.	Qualification/Skills & Experience	<ul style="list-style-type: none"> <li>• The candidate must be M.A. in Hindi or English or Journalism ( with one paper of translation.) with minimum 2 years experience in Hindi Translation. OR,</li> <li>• Graduation and PG Diploma in Hindi Translation and minimum 1 years experience in Hindi Translation. OR,</li> <li>• Graduation and minimum 5 years experience in Hindi Translation.</li> </ul> <p>Note: The candidates will have to qualify the Test in Hindi Translation conducted by the Rajbhasha Department of the Bank. Proof of qualification and experience has to be produced before appearing for the examination. The candidates should be in the age group of below 50 years as on 01.01.2014.</p>
4.	Male or Female	Either
6.	Shift (Timing)	10.00 A.M. to 6.00 P.M. (Monday to Friday) If required by the Bank, the candidate has to work beyond office hours and during holidays. In case of late arrival/early departure for every three days of such occurrence one day's salary will be deducted.
10.	Personal Details	<p>The organization should furnish the following respect of candidate for Hindi Translator provided by them.</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Age</li> <li>3. Qualification</li> <li>4. Address - Local</li> <li>5. Address - permanent</li> <li>6. Certificate to the effect that no criminal case is pending/history against the</li> </ol>

		<p>staff provided.</p> <p>Note: Documentary evidence is to be provided by the candidate for the above mentioned details failing which application may be rejected by the Bank</p>
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### **3.2 HINDI STENOGRAPHER**

Sl. No.	Details	
1.	Designation	Hindi Stenographer
2.	Job Responsibility	Will be responsible for Hindi Stenography of various documents/letters of communication in the Bank.
3.	Qualification/Skills & Experience	<ul style="list-style-type: none"> <li>• Graduation in any subject AND</li> <li>• Diploma/certificate in secretarial practice (with stenography) or vocational subject of secretarial practice at higher secondary level (with stenography) AND</li> <li>• Hindi Typing speed 40 w.p.m. (2 years Experience of fast Hindi typing will be preferred).</li> </ul> <p>Note: The candidates will have to qualify the Test conducted by the Rajbhasha Department of the Bank. Proof of qualification and experience has to be produced before appearing for the examination. The candidates should be in the age group of below 50 years as on 01.01.2014.</p>
4.	Male or Female	Either
6.	Shift (Timing)	10.00 A.M. to 6.00 P.M. (Monday to Friday) If required by the Bank, the candidate has to work beyond office hours and during holidays. In case of late arrival/early

		departure for every three days of such occurrence one day's salary will be deducted.
10.	Personal Details	<p>The organization should furnish the following respect of candidate for Hindi Translator provided by them.</p> <ol style="list-style-type: none"> <li>7. Name</li> <li>8. Age</li> <li>9. Qualification</li> <li>10. Address - Local</li> <li>11. Address - permanent</li> <li>12. Certificate to the effect that no criminal case is pending/history against the staff provided.</li> </ol> <p>Note: Documentary evidence is to be provided by the candidate for the above mentioned details failing which application may be rejected by the Bank</p>

#### 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.

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 "Engagement of Agency for hiring Hindi Translator & Hindi Stenographer in the Bank" and should be sent to **The Asst. General Manager (Administration) NHB** deposited in Tender Box available at 3<sup>rd</sup> Floor of **Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110003**

## 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 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 : Asst. 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 earnest money deposit of ` 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 or Hindi.

### **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.

Asst. General Manager  
Administration Department  
National Housing Bank,  
Head Office  
Core 5-A, 3<sup>rd</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', 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 - I & 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. 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 Engagement of Agency for hiring Hindi Translator & Hindi Stenographer**", "**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.

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**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, 4<sup>th</sup> Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Sir

**Reg: Our bid for Engagement of Agency for hiring Hindi Translator & Hindi Stenographer**

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 \_\_\_\_\_ 2014.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
(Authorised Signatory)

ANNEXURE - A

Part - II

Bidder's Information

<b>DETAILS TO BE FURNISHED</b>		
1.	No. of Hindi Translators 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 an Annexure 2.
2.	Turnover of the Company	2011-12 2012-13 2013-14

Part - III

<b>DETAILS TO BE FURNISHED</b>		
1.	No. of Hindi Stenographers 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 an Annexure 2.
2.	Turnover of the Company	2011-12 2012-13 2013-14

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 bidding organization must be a limited company.
2. The organization must have a Pan-India-Presence.
3. The bidding organization must be ISO 9001:2000 certified. This implies it is a process driven company.
4. Average turnover of the company for the last 3 years should be 10 cr.
5. The organization must have its own web-site hosting information about their organization.
6. The company must have experience in providing Hindi Translator & Hindi Stenographer to at least three Govt. sector / PSU organizations.

Note: The bidding company has to provide documentary support against each of the Pre Qualification Criteria, failing which, the bid may be rejected.

## FINANCIAL BID FORMAT

Part - I

FINANCIALS		
1.	Salary for Hindi Translator (Total Emoluments)	
2.	Salary Break-up	<i>Detail Break-up may be provided in separate sheet.</i>
3.	Late sitting Fee/rate per day	<i>Please quote the late sitting fee per hour and for half/full day.</i>
4.	Service Charges	<i>Please quote your particulars on monthly service charges, one time sourcing/recruitment fee etc.</i>
5.	Service Tax	<i>Please quote details</i>
6.	Taking all the above into consideration amount to be paid per month for one Hindi Translator.	<i>Quote CTC per person taking into accounts all payments.</i>

**Part - II**

FINANCIALS		
1.	Salary for Hindi Stenographer (Total Emoluments)	
2.	Salary Break-up	<i>Detail Break-up may be provided in separate sheet.</i>
3.	Late sitting Fee/rate per day	<i>Please quote the late sitting fee per hour and for half/full day.</i>
4.	Service Charges	<i>Please quote your particulars on monthly service charges, one time sourcing/recruitment fee etc.</i>
5.	Service Tax	<i>Please quote details</i>
6.	Taking all the above into consideration amount to be paid per month for one Hindi Translator.	<i>Quote CTC per person taking into accounts all payments.</i>

**\*L1 criteria will be decided on the basis of the total amount quoted against Part - I and Part - II of Financial Bid Format against serial number 6 of both the tables.**