

Request for Proposal

For Selection of HR

Consultant

**Human Resource 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: sourav.seal@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	02/03/2017
2.	Last date and time for collection of Bid Documents	27/03 /2017 17.00 hrs
3.	Last date and time for receipt of Bid Documents	27/03 /2017 17.00 hrs
4.	Date and Time of opening of Technical Bid	28/03 /2017 12:00 hrs
5.	Cost of RFP	Rs. 5,000 /-(Non-refundable)
6.	Earnest Money Deposit Amount	Rs. 50,000/- (refundable) (Rs. Fifty Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Human Resource Department Core 5-A, 4 th Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

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ABOUT NATIONAL HOUSING BANK

National Housing Bank (“Bank” or “NHB”) is the apex Financial Institution in the country for housing, set up under an Act of Parliament and is a wholly owned subsidiary of Reserve Bank of India. The Bank is the regulator for Housing Finance Companies as also a significant provider of development finance. The Bank seeks to catalyze institutional funds to reduce housing shortage in the country through various development initiatives particularly rural housing and housing for economically weaker sections in urban areas. The Bank is mandated for the holistic development of the housing finance market in the country.

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

2. BACKGROUND

In recent past, Bank has taken a number of new initiatives viz. being nodal agency for Credit Linked Subsidy Scheme (CLSS), Pradhan Mantri Gramin Awas Yojana (PMAY) etc. To implement these new initiatives, it is imperative to amend the extant organization structure. As such, we need to reassess the organizational structure based on the future activities of the Bank as also to increase no. of officers to meet the immediate requirement of the Bank.

Further, Bank is also planning to make unambiguous rule on entitlement of staff. To formulate the same, it requires compilation of existing perquisites and facilities provided to the employees of the Bank (including employees on deputation) and to compare the same with the peer organizations to establish uniformity in entitlement/perquisites of NHB employees with its peer organizations.

3. REQUIREMENT DETAILS

National Housing Bank puts lot of emphasis on its human capital. Since employees are the most valuable assets of any organization, it has also been organization’s endeavour to focus on hiring the best candidates to achieve the said activities, growth, turnover and competitive advantage. Given this, NHB would like to attract and develop the best talent.

Since the aforesaid activities require expertise which may be available with HR consultant firms which carry out organizational study and organizational

restructuring for various organizations, NHB invites proposals from reputed HR Consultancy Firms/Organizations to undertake this study as per pre-qualification criteria given in Annexure - C. Study would *inter-alia* cover areas like Human Resource Planning, Career Planning, Retention Planning, streamlining perquisites & facilities etc. for the officers.

The study will also include Bank's organizational structure and redesigning the same to enhance its effectiveness for addressing the emerging basket of challenges as also new initiatives of the Bank. Study would evaluate the current organizational structure, the different departments, their roles and functions, strengths and weaknesses with the intent of restructuring including merger/ de-merger of different departments and determining the sanctioned strength in various cadres in every department. The study will also include analyzing the perquisites and facilities provided to Bank's employees including officers on deputation and officers on contract and formulate an unambiguous entitlement for the employees.

3.1 BRIEF INDICATIVE WORK

3.1.1 Manpower Planning

Objective: To align the current manpower distribution with organizational strategy and achieve effective utilization of organizational talent.

SWOT analysis of current organizational structure with reference to organizational mandate and strategic goals

- a. Departmental structure, job positions, roles and responsibilities
- b. Staff profile analysis
- c. Recruitment and promotion policy and their impact on fulfilling organizational mission and stakeholder expectations
- d. Determination of staff strength for various departments

Indicative Activities:

- 1) To understand the business plans of the Bank and study the organization structure
- 2) Conduct an As - Is analysis of the manpower deployment at NHB
- 3) Review job roles and related processes for arriving at the proposed manning norms

- 4) To conduct benchmarking of current staffing norms with the industry staffing norms
- 5) To identify the gaps in organization structure, utilization and deployment of human resources and focus areas.
- 6) To provide workforce recommendations and conduct the cost benefit analysis
- 7) To provide roadmap for deployment of the new manning norms
- 8) Identification of Key Responsibility Areas (KRA) of NHB officers

Deliverables:

- 1) Manning norms for NHB
- 2) Cost benefit analysis of the recommended changes
- 3) Roadmap for implementation

3.1.2 Benefits Rationalization & Review of Staff Welfare Schemes

Objective: To evaluate the current benefits being provided at NHB and compare them with that of the benefits and schemes of other FIs and provide recommendations on areas that NHB could focus on.

Indicative Activities:

- 1) To conduct an As - Is analysis of the state of benefits being offered at NHB
- 2) To review the current benefits/staff welfare schemes being provided at NHB and their alignment with strategy
- 3) To conduct benchmarking within the industry on benefits/schemes being offered
- 4) To identify gaps and focus areas for implementation
- 5) To provide recommendations in alignment with the strategy of NHB
- 6) To provide roadmap for implementation of the new benefits plan/review of schemes

Deliverables:

- 1) As - Is report on current employee benefits and perks being provided at NHB
- 2) Key recommendations on areas of focus, given the gaps identified in the As-Is report as also review of staff welfare schemes wherever required.

3.1.3 Review of HR Policies/Regulations/Schemes

The selected agency shall also review the HR related policies/regulations/schemes and give their feedback in light of the policies/regulations/schemes being followed in industry for better control and efficiency. Also advise for framing new policy/regulation/scheme, if any, in the area of HR.

Indicative Activities:

- 1) To study the organizational mandate and strategic goal description with focus on new emerging roles
- 2) To carry out corporate performance analysis with reference to the mandate of the Bank and stake holder expectations
- 3) To conduct an As - Is analysis of the state of HR policies/Regulations/Schemes at National Housing Bank
- 4) To review the current policies/Regulations/schemes and their alignment with organization strategy
- 5) Review of current Performance Appraisal System for NHB Officers
- 6) To conduct benchmarking of HR policies/schemes within the industry
- 7) To identify gaps and focus areas for implementation
- 8) To provide recommendations in alignment with the strategy of NHB
- 9) To provide Roadmap of implementation of the revised HR policies/regulations/scheme

Deliverables:

- 1) As - Is report on current policies deployed at NHB
- 2) Key recommendations on areas of focus given the gaps identified in the As-Is report

3.2 PROJECT TIMELINE

Selected vendor will have to complete the entire project within 16 weeks from the date of placing the work order. Besides, vendor will also submit a detailed timeline / roadmap for completion of the project.

However, any period within which a Party shall, pursuant to this Contract, complete any action or task, may be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure as mentioned at Clause 20 hereof.

4. 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.

- The selected bidder will have to produce the labour license certificate within one month of placing of the contract.
- 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 : Sourav Seal
Position : Dy. General Manager
Email : sourav.seal@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/query will gain an advantage by a response to a question/query, 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.

5. PRE-BID MEETING

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meeting on 17.03.2017 at 11:00 AM. The queries of all the bidders, in writing, should reach us by e-mail or by post on or before 16.03.2017 on the address as mentioned on page 2. It may be noted that no queries of any bidder shall be entertained which are received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the intended bidders, will be allowed to attend the Pre-Bid meeting.

6. RFP COST AND EARNEST MONEY DEPOSIT

The bidder has to submit earnest money deposit of Rs. 50,000 (Rs. Fifty Thousand only), by way of an e- payment in favour of National Housing Bank. Besides EMD, the bidders have to deposit Rs. 5000/- (non-refundable) towards RFP cost (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).

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.

7. **OTHER TERMS & CONDITIONS**

7.1 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.

7.2 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.

7.3 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.

7.4 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.

7.5 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.

7.6 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.

7.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

7.8 Submission of Bids

The tender bid (technical and Financial bid) is to be sent in separate sealed cover envelopes only, failing which, the bid may be rejected. These two sealed envelopes are to be put in a third envelop superscribing "**Quotation for Engagement of Firm for providing HR Consultancy**" and should be sent to following address by 27/03/2017 on or before 05:00 PM:

**The Dy. General Manager
HR Department
National Housing Bank
4th Floor, Core 5A,**

**India Habitat Centre,
Lodhi Road, New Delhi - 110003**

The Technical bids will be opened on 28/03/2017 at 11:00 AM. However, for opening the financial bids of the bidders who technically qualify, date & time will be intimated to the respective bidders by e-mail and/or by phone. The representatives of bidders, with proper authorization letter, can participate in Tender opening process.

7.9 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.

7.10 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated as final and no further correspondence will be entertained by the Bank in this regard.
- No bid will allowed to 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.

7.11 Content of Documents to be Submitted

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

- 7.11.1.1** Undertaking Letter as per part "I" of Annexure - 'A'.
- 7.11.1.2** Bidder's information as per part "II" of Annexure-'A'.
- 7.11.1.3** Compliance Statement Declaration - Annexure-'B'
- 7.11.1.4** Pre-Qualification Criteria - Annexure - 'C'
- 7.11.1.5** Format for Commercial Bid Annexure - 'D'
- 7.11.1.6** ECS Mandate Format - Annexure - 'E'

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

Commercial offer: The offer should be as per commercial bid format in Annexure 'D'. 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.

8. PAYMENT TERMS

- a. 50 % of the contract value as advance Payment on acceptance of work order. However, Advance payment will be released only on submission of Performance Bank Guarantee of equal amount valid up to one year from the date of acceptance of work order.**
- b. 50% of the contract value after successful completion of the HR Consultancy project and its sign off.**

Note: If the selected vendor does not submit Bank Guarantee within one month of placement of order, no advance amount will be released and full payment will be made on yearly basis only after completion of the project.

9. PENALTY CLAUSE

The Bank expects basic service level from the firm.

The selected bidder will have to complete the study within stipulated time-frame as agreed mutually between both the parties and acceptable to the Bank. The selected firm will give roadmap of the activities to be carried out as also the expected date for handing over the comprehensive study report.

In case the firm fails to comply with the requirement given above or delays the project by more than a month's time, a penalty of upto one percent of contract value per day delay may be charged by the Bank, up to a maximum of 20% of the project cost. In case the delay is more than 30 days, the Bank reserves the right to terminate the contract and also the EMD amount of Rs.50, 000/- deposited by the firm may be forfeited.

10. 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 Firm for HR Consultancy**”, “**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.

11. 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.

12. EVALUATION CRITERIA FOR THE BIDDING PROCESS

The bids received from the vendors would be evaluated on the basis of their technical competencies. Only the vendors having the requisite qualifying technical score would be eligible for being empanelled.

- i. Minimum Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation further.
- ii. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows:

TECHNICAL EVALUATION CRITERIA

Maximum Points: 100

S.No	Criteria	Criteria Points	Max Criteria Marks
1	Experience in providing HR consulting services to Public Sector Banks / PSUs/Large Corporates:		Max Marks 20
	Consultancy to >= 20 Clients	20	
	Consultancy to >=10 and <20 Clients	15	
	Consultancy to 06-10 Clients	10	
2	Experience in HR consulting business in India		Max Marks 20
	Being in the Business for > 15 years	20	
	Being in the Business for > 10 and <= 15 years	15	
	Being in the Business for >= 06 and <= 10 years	10	
3	Satisfactory Services Certificate / Project Completion certificate / Purchase Order for ongoing projects for Public Sector Banks/Public Sector Undertaking/Large Corporates (Should be current and valid)		Max Marks 15

	Satisfactory Services Certificate by > 5 Clients Satisfactory Services Certificate by > 3 and <= 5 Clients Satisfactory Services Certificate by <= 3 Clients	15 10 05	
4	HR Consultants on payroll		Max Marks 15
	No. of Consultants on the payroll (Full-time) as on November 30, 2016, satisfying both: <ul style="list-style-type: none"> • Having minimum MBA/ PGDBM /M.Sc. or equivalent Qualification with specialization in HR with minimum 5 years of experience or • having at least 10 years of work experience in the area of HR/HR consultancy > 40 > 30 and <= 40 >20 and <= 30	15 10 05	
5	Average Turnover for Last 3 years (FY 2013-14 to FY 2015-16) from consultancy work		Max Marks 10
	<ul style="list-style-type: none"> • >50 Crores • >30 <= 50 Crores • upto 30 Crores 	10 07 05	
6	Presentation		Max Marks 20

Note:

- i. An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having offices in all metro cities in India including Bangalore and Hyderabad, will be considered as Large Corporate Sector for this RFP.
- ii. Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected.
- iii. Technical Bids receiving a total score greater than or equal to a score of 60 out of Total 80 marks (Excluding the marks for presentation) will be eligible for making presentation.
- iv. The minimum qualification score for the Technical Bids would be 80 (cut-off marks) out of Total 100 marks (Including marks for presentation).

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. TERMINATION OF CONTRACT

- a) The Bank reserves its right to terminate the contract to be entered into with the selected bidder partially or fully in the event of one or more of the following situations:
- Successful Bidder fails to complete the project within the stipulated time as per contract or within any extension thereof granted by the Bank
 - Successful Bidder fails to perform any other obligation(s) under the contract.
- b) The Bank may, at any time terminate the contract by giving written notice to the Consultant if the consultant becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Consultant, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
- c) Notwithstanding anything stated hereinabove, either party can terminate the contract after giving one month's notice.

19. EXPIRY OF THE CONTRACT

Unless terminated earlier pursuant to Clause 18 hereof, this Contract shall terminate when, pursuant to the provisions hereof, the Services have been completed and the payments of remuneration and reimbursable expenditures have been made.

20. FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the contract, Flood and Acts and Regulations of respective government of the two parties, namely the Bank and the Vendor.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions

lasting for more than 2 (two) months, the Bank shall have the option of canceling this contract in whole or part at his discretion without any liability at its part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

21. GOVERNING LAWS & JURISDICTION

This tender document including all matter connected with this agreement, shall be governed by the laws of India for the time being in force and any dispute arising therefrom shall be subject to exclusive jurisdiction of the Indian Courts at Delhi.

22. DISPUTE RESOLUTION

Any dispute or differences arising out of or touching this tender shall be resolved / settled amicable between the parties. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes of differences as detailed above shall be referred to and settled by the sole arbitrator to be appointed jointly by the Parties within 15 days from the date of first recommendation for an arbitrator in written form for a party to the other. If the parties fail to agree on appointment of such arbitrator, the arbitrator shall be appointed, including the arbitral proceedings shall be conducted, in accordance with provisions of the Arbitration and conciliation Act, 1996. The venue of the arbitration shall be New Delhi, India. The fee & other charges of arbitrator shall be determined by arbitrator in terms of the Act and shall be shared equally between the parties. The arbitrator will give the speaking and the reasoned award. The decision of the arbitrator shall be final & binding on the parties. Notwithstanding any references to Arbitration, the parties shall continue to perform their respective work / obligation under this tender document / agreement.

XXX

ANNEXURE - A

Part - I:

Letter to be submitted by bidder along with bid documents

To
The Dy. General Manager
HR 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 Firm for providing HR Consultancy

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 _____ 2017.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

Part - II

Bidder's Information

DETAILS TO BE FURNISHED		
1.	HR Consultancy and organization study carried out for various organizations	Please provide break up for such services for the last five 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 "Consultancy Services"	2013-14 2014-15 2015-16

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)

1. Should be company registered under Companies Act, 1956 or a partnership firm registered under Partnership Act 1932/LLP Act, 2008 Registered with the Service Tax Authorities Should have been operating for the last five years.
2. Bidder should be individual organization. Consortium is not allowed.
3. The bidding company must have its presence in Delhi, Mumbai and other major metro cities and should be able to conduct study in Bank's Regional Office as also Regional Representative Offices if Bank so desires.
4. The bidding company must be ISO 9001:27001/higher ISO certified.
5. Annual Revenue Receipts / Sales Turnover generated from services related to Consulting only during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 25 crores. Annual Revenue Receipts / Sales Turnover should be on account of Consulting only.
6. Bidder must have successfully completed in the last 5 years at least 03 HR Consultancy projects in PSBs/PSUs/FIs/Govt. Institution/Large Corporate having value of not less than 25 lacs each.
7. The bidding company must have at least five years' experience in carrying out HR Consultancy of Large Corporates/PSBs/PSUs/
8. The bidder must have on its rolls consulting staff of at-least 20 qualified personnel in the area of HR consulting and related services who possess relevant degrees / credentials with prior experience in providing the above consultancy services.
9. The firm should have never been blacklisted or disqualified or barred by any regulator /statutory body.

N.B - The bidder has to provide the documentary proof against each P.Q.C. points failing which the bidder shall be considered not eligible

COMMERCIAL BID FORMAT

Sr. No.	Particulars	Amount in Rs.
1.	Charges towards carrying out HR Consultancy and Organization Study of NHB	
2.	Any other charges	
	Total	

Note :

1. Service Tax shall be on actual basis

“L1 Criteria – The minimum total amount (i.e. total of service charges + other charges) as given in commercial bid will be considered for computing L1”

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