

# **Request for Proposal For Engagement of Agency for Supply of**

**Providing Skilled, Semi Skilled and Unskilled  
Manpower  
at Corporate/Registered Office and various locations  
in Pan India for Cent Bank Home Finance Ltd.,  
(Subsidiary of Central Bank of India) Fort, Mumbai.**

**CBFHL/CO/RFP/2024-25/001**

**Dated : 20/03/2025**

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

<b><u>BID DETAILS</u></b>		
<b>1.</b>	<b>Date of commencement of collection of Bid Documents</b>	<b>20/03/ 2025</b>
<b>2.</b>	<b>Pre Bid Meeting with Bidders (Date and Time)</b>	<b>25/03/ 2025 at 15:30 hrs</b>
<b>3.</b>	<b>Last date and time for submission of Bid Documents</b>	<b>03/04/ 2025 at 15 hrs</b>
<b>4.</b>	<b>Date and Time of opening of Technical Bid</b>	<b>07/04/2025 at 1530 hrs</b>
<b>5.</b>	<b>Cost of RFP</b>	<b>Rs.10,,000 /-(Non-refundable)</b>
<b>7.</b>	<b>Earnest Money Deposit Amount</b>	<b>Rs.50,000/- (refundable) (Rs. Fifty Thousand Only)</b>
<b>8.</b>	<b>Place of opening of Bids</b>	<b>Cent Bank Home Finance Ltd, Corporate Office, Central Bank of India Building, MMO, 6<sup>th</sup> Floor, MG Road, Fort Flora Fountain, Hutatama Chowk, Mumbai-400001</b>

<b>TABLE OF CONTENTS</b>		
<b>Sl. No.</b>	<b>SUBJECT</b>	<b>PAGE NO</b>
<b>1.</b>	About Cent Bank Home Finance Ltd	04
<b>2.</b>	Requirement Details	04
<b>3.</b>	Details of Requirements of OEs/OAs	05
<b>4.</b>	Payment terms	09
<b>5.</b>	Instruction to Bidders	09
<b>6.</b>	RFP Cost and EMD	11
<b>7.</b>	Pre Bid Meeting	12
<b>8.</b>	Penalty Clause	15
<b>9.</b>	Bidding Process	15
<b>10.</b>	Bid Opening and Evaluation	16
<b>11.</b>	Clarification on Bids	16
<b>12.</b>	Preliminary Examination	16
<b>13.</b>	Contacting Cent Bank Home Finance Ltd	17
<b>14.</b>	CBHFL's Right to Accept or Reject any or all Bids	17
<b>15.</b>	Signing Contract, Pre-Contract Integrity Pact	17 18
<b>ANNEXURES</b>		
<b>16.</b>	Annexure A (Part – I) – Undertaking letter	19
<b>16.</b>	Annexure A (Part – II) – Bidder Information	22
<b>17.</b>	Annexure B – Compliance Statement Declaration	23
<b>19.</b>	Annexure C – Pre-Qualification Criteria	24
<b>20.</b>	Annexure D – Format for Commercial Bid (Part – I)	25
<b>21.</b>	Annexure D – Format for Commercial Bid (Part – II)	26
<b>22.</b>	Annexure E – NACH/NACH/ECS Mandate	27
<b>23.</b>	Annexure –F to Annexure J	29-61

## **1. ABOUT CENT BANK HOME FINANCE LTD**

Cent Bank Home Finance Ltd., [CBHFL] is Subsidiary of Central Bank of India, jointly promoted by National Housing Bank, SUUTI and HUDCO. CBHFL having its Corporate Office at Mumbai and Branch Offices in Pan India.

Apart from housing finance activities CBHFL also accepts deposits from general public.

The corporate office of CBHFL is located in Mumbai and it has registered office located at Bhopal and presently branch offices at Agra, Ahmedabad, Akurdi, Ambala, Bangalore, Bilaspur, Bhopal, Bikaner, Chennai, Delhi, Faridabad, Gwalior, Hyderabad, Indore, Itarsi, Jaipur, Jabalpur, Jodhpur, Kalyan, Lucknow, Mumbai, Nagpur, Nasik, Noida, Panchkula, Panipat, Pitampur, Pune, Raipur, Ratlam, Rohtak, Surat, Vadodara, Vasai, Vidisha and Vijayawada.

## **2. REQUIREMENT DETAILS AND SCOPE OF WORK**

The Company is an officer oriented, professionally managed institution with its headquarters in Mumbai and branch offices in Pan India.

The Company invites bid from the interested bidders to manage and administer existing Office Executives [OEs] and Office Assistants [OAs] and further Company's requirement of staff if any. The job profile of existing OEs are clerical in nature, who are proficient in working on Computers with knowledge in Microsoft office tools (viz. MS Word, MS Excel, MS Power-point) with good typing speed in English/Hindi/Regional language. The minimum qualification for OEs is 12<sup>th</sup> Pass/Graduate in any stream from a recognized university/institution. The total existing number of OEs is 106 AND OAs is 33 total 139. However, the number is tentative and may vary at any point of time. Further, if required, CBHFL may ask the vendor to supply manpower with certain expertise/qualification at any point of time.

The contract with the selected bidder will be for 3 years subject to yearly review.

### **3. DETAILS FOR REQUIREMENTS OF OEs/OAs etc.**

<b>Sl. No.</b>	<b>Details</b>	
1.	Designation	Office Executives – [OEs]
2.	Job Responsibility	<p><b>OEs</b> To assist in the various departments like Recovery/Loan/Deposit/Operation/Accounts in corporate office and branch offices of the Company.</p> <p>Company has its own discretion to utilize the services of OEs wherever required. Further, the OEs will be responsible for looking after the activities of Branch which includes customer handling, assistance in day to day working as advised by Competent Authority etc. along with any work as assigned by CBHFL from time to time.</p> <p><b>OAs</b> Cleaning and dusting the office tables, chairs, almirahs, windows, book-shelves, file cabinets and other furniture and keep the office rooms clean and tidy.</p> <p>To remove all waste papers etc. as directed by the officer or the Officer concerned of the Corporate Office/Branch concerned.</p> <p>To strictly adhere to office timings and to remain in office as advised by HR or concerned Official.</p> <p>To assist in any office work as directed to him. To have a general idea about the arrangement for receipt of local and outside dak.</p> <p>Have knowledge the location of Departments and Branches and other important offices pertaining to be associated with your Office.</p> <p>Knowledge about description of stationery articles and various kinds of form used in the office.</p> <p>To be polite and respectful toward all officers and staff.</p>

3.	Qualification & Skills	<p><b>OEs</b> 12<sup>th</sup> Pass in any stream/Bachelor Degree in any discipline with proficiency in computers, accounting skills, general administration, Good communication ability in Hindi /English and state regional language, Knowledge of General Record Keeping,</p> <p><b>OAs</b> Office Assistants should be at least matriculate. He/she should possess Good communication ability in Hindi and state regional language.</p>
4.	Male or Female	Either.
5.	Experience	<p><b>OEs/OAs</b> Company will prescribe the requirement details in terms of experience and qualification on case to case basis and vendor will have to supply the persons as per requirement.</p>
6.	Office (Timing)	<p>10.00 A.M. to 6.00 P.M. (Monday to Saturday) The OEs/OAs etc. have to work beyond office hours as and when required by the respective Departments as also during holidays. In case of late arrival/early departure, Company reserves the right to deduct leave/salary of the OEs/OAs etc.</p>
7	Provision against staff on leave	The bidding Company has to provide replacement in case any OEs/OAs etc goes on leave beyond 4 working days at a stretch.

8.	Change of Staff	If in the opinion of CBHFL, a particular staff is not suitable, they would have to be replaced within 15 days of written intimation by CBHFL. The suitability and performance will be solely assessed by CBHFL.
9.	Posting to Branches at Different Places	Company has its Corporate Office at Mumbai and has Registered Office at Agra, Ahmedabad. Akurdi, Ambala, Bangalore, Bilaspur, Bhopal, Bikaner, Chennai, Delhi, Faridabad, Gwalior, Hyderabad, Indore, Itarsi, Jaipur, Jabalpur, Jodhpur, Kalyan, Lucknow, Mumbai, Nagpur, Nasik, Noida, Panchkula, Panipat, Pitampur, Pune, Raipur, Ratlam, Rohtak, Surat, Vadodara, Vasai, Vidisha and Vijayawada. The manpower agency will provide OEs/OAs etc. depending upon the requirement at above locations of CBHFL.
10.	Personal Details	<p>The bidder should furnish the following details about staff 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. Aadhar Number</li> </ol> <p>Further, the manpower agency shall ensure that no criminal case/history is pending/exists against the staff to be provided and a declaration in this regard has to be provided by the manpower agency.</p>

#### **4. PAYMENT TERMS:**

- i. Monthly Bills (consisting the wages payable to the employees deployed by the Service Provider and the service charges, GST etc) to be raised by the Service Provider on Cent Bank Home Finance Ltd by 5th of next month.
- ii. All monthly bills should be accompanied with the certificate declaring that the wages to their employees are being paid as per the Minimum Wages Act (except when specifically mentioned by CBHFL) and required deductions under EPF, ESI etc have been made/remitted as per the statutory requirement and deposited with appropriate authorities. On submission of the monthly bill along with the certificate as required, the payment will be released by the Company after deduction of applicable taxes in accordance with the provision of income tax act /rules on the subject.

#### **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 CBHFL until execution of a contractual agreement.
- The selected bidder will have to produce the labour license certificate.
- Each Bidder acknowledges and accepts that Company 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 CBHFL 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 : Sachin Sudhakar**

**Position : General Manager**

**Email : [gm@cbhfl.com](mailto:gm@cbhfl.com)**

**Telephone : 022 - 69519302**



**Contact : Jolly B. Philips**  
**Position Manager HR**  
**Email : [hr@cbhfl.com](mailto:hr@cbhfl.com)**  
**Telephone : 022 – 69519315**

- CBHFL 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, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If CBHFL, in its absolute discretion, deems that the originator of the question/query will gain an advantage by a response to a question/query, then CBHFL 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 Saturday except holidays).
- CBHFL 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.
- CBHFL may, at its absolute discretion, extend the date of submission of bids or terminate the RFP etc.

- 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 will be eligible for Commercial Evaluation. The Service Provider shall maintain up to-date record of its employees as per the Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act), etc or under any other State/Union Legislation in respect of its employees and shall produce these records for verification as when demanded by CBHFL.
- In no circumstance, the manpower deputed shall be considered permanent or temporary employee(s) or worker(s) of the CBHFL and the Manpower Agency shall all times be responsible for acts or omissions the Manpower deputed by it to CBHFL.

## 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 DD or e-payment in favour of CBHFL. The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with CBHFL 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 of the contract. Besides EMD, the bidders have to deposit Rs.10,000/- (non refundable) towards RFP cost.

The Accounts details for e-payment are given below:

S. No	Type	Particulars
1	Beneficiary Name	Cent Bank Home Finance Ltd
2	Beneficiary Address	Cent Bank Home Finance Ltd, Corporate Office, Central Bank of India Building, MMO, 6 <sup>th</sup> Floor, MG Road, Fort, Mumbai-400001
3	Beneficiary Bank Name	Central Bank of India
4	Beneficiary Bank Branch Address	Central Bank of India, 9, Arera Hills, Mother Tressa Road, Near Jail, Bhopal 462011.
5	Type of CBHFL Account	Current account
6	Beneficiary CBHFL A/C No	1266079390
7	IFCS code of CBHFL branch	<b>CBIN0283312</b>
8	MICR No	<b>462016104</b>

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 NACH/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. PRE-BID MEETING**

For the purpose of clarification of doubts of the bidders on issues related to this RFP, CBHFL intends to hold a Pre-Bid meeting on 24/03/2025 at Mumbai. The queries of all the bidders, in writing, should reach us by email or by post on or before 24/03/2025, 1300 hrs on the address as mentioned above. 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.

## **OTHER TERMS**

### **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 CBHFL 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 CBHFL) being submitted to CBHFL by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. CBHFL 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 CBHFL 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 CBHFL may, for any reason, modify the Bidding Document by amendments at the sole discretion of CBHFL. All amendments shall be uploaded on CBHFL website [www.cbhfl.com](http://www.cbhfl.com) and will not be published in any news paper.

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

#### **NOTE :**

1. Corrigendum, if any issued for the tender shall form part of the Tender document. Corrigendum will be posted on [www.cbhfl.com](http://www.cbhfl.com). Hence, Bidder are requested to visit the above website regularly and note the corrigendum/amendment to the Tender without fail and submit the offer accordingly. The Bidder's may also contact CBHFL Corporate Office, Mumbai for any clarification/information till 24/03/2025 during office hours. CBHFL is not responsible for ignorance of corrigendum.
2. It must be noted that after last date of receipt of Tender documents no interim will be entertained.

#### **7.6 Period of Validity**

Bids shall remain valid for **six months** from the date of its opening, as prescribed by CBHFL. A bid valid for shorter period shall be rejected by CBHFL 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 super scribing "**Quotation for Engagement of Agency for Supply of Manpower**" and should be sent to following address by 03/04/2025 on or before 5:00 pm.

**GENERAL MANAGER  
Cent Bank Home Finance Ltd,  
Corporate Office,  
Central Bank of India Building,  
MMO, 6<sup>th</sup> Floor, MG Road,  
Fort, Mumbai-400001**

The Technical bids will be opened on 07/04/2025 at 1530 hrs. 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 can participate in Tender opening process.

## **7.9 Late Bids**

Any bid received by CBHFL 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 CBHFL in this regard.
- No bid will allowed to be modified after 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’, Part - I
- 7.11.1.6 Format for Commercial Bid Annexure – ‘D’, Part - II(masked only)
- 7.11.1.7 NACH/ECS Mandate Format – Annexure – ‘E’
- 7.11.1.8 Letter of Competency in the format Annexure- ‘F’
- 7.11.1.9 Resolution Matrix in the format in Annexure-‘G’
- 7.11.1.10. Service Level Agreement-Annexure ‘H’

7.11.1.11. Confidentiality –Cum-Non Disclosure Agreement-Annexure 'I'

7.11.1.12. Format of Pre-Contract Integrity Pact - Annexure - 'J'

#### **7.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):**

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

### **8. PENALTY CLAUSE**

CBHFL expects basic service level from the firm.

The selected bidder will have to administer the existing manpower engaged with the Company as desired by CBHFL within 15 days' time.

In case any Office Executive/Office Assistant leaves/resigns the job then notice period will be for three months period. In such scenario the firm has to ensure to send minimum 4 CV's / Bio Data of the candidates with requisite qualification and experience within a period of 15 working days to enable CBHFL 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 CBHFL, up to a maximum of 10%. In case the delay is more than ten days CBHFL 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 may be forfeited.

### **9. 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:

- i. Technical bid                      Part I
- ii. 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 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.

#### **10. BID OPENING AND EVALUATION**

CBHFL 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 CBHFL 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 CBHFL and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders only will be opened. CBHFL reserve right to accept or reject any technical bid without assigning any reason thereof.

Decision of CBHFL in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by CBHFL shall only be opened.

#### **11. CLARIFICATIONS ON BIDS**

To assist in the examination, evaluation and comparison of bids CBHFL 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.

#### **12. PRELIMINARY EXAMINATION**

CBHFL 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 CBHFL.

### **13. CONTACTING CBHFL**

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

### **14. CBHFL's RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

CBHFL 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 CBHFL's action. CBHFL reserves the right to select more than one bidder keeping in view its large requirements.

### **15. SIGNING OF CONTRACT**

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

#### **15. A. PRE-CONTRACT INTEGRITY PACT**

No binding legal relationship will exist between any of the Bidders and CBHFL until execution of a contractual agreement, except the pre-contract Integrity Pact to be submitted along with the Bid. Post evaluation and finalization of the Bids and identification of the successful Bidder, the Integrity Pact will form part of the definitive agreement to be signed by the successful Bidder. For the other Bidders, the pre-contract Integrity Pact will be binding on them for any acts/omissions committed by the Bidder in violation/breach of the said pre-contract Integrity Pact in relation to the Bid submitted. *(The Pre-Contract Integrity Pact should be submitted neatly typed in on Rs.100/- non-judicial stamp paper duly signed by the authorized signatory and the same will be signed on behalf of CBHFL subsequently. The date of execution should be the date as mentioned in the Technical Bid by the Bidder)*

A "Pre-Contract Integrity Pact" would be signed between CBHFL and the Bidder. This is a binding agreement between CBHFL and Bidders. Under this Pact, the Bidders agree with CBHFL to carry out the assignment in a specified manner. The format of Pre-Contract Integrity Pact will be as per **Annexure- J**.

The following set of sanctions shall be enforced for any violation by a Bidder of its commitments or undertakings under the Integrity Pact:



- a. Denial or loss of contracts;
- b. Forfeiture of the EMD.
- c. Liability for damages to the principal and the competing Bidders;  
and
- d. Debarment of the violator by CBHFL for an appropriate period of time.

The Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior compliance program for the implementation of the code of conduct throughout the company).

## **ANNEXURE – A**

### **Part – I:**

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

To  
General Manager  
Cent Bank Home Finance Ltd,  
Corporate Office,  
Central Bank of India Building,  
MMO, 6<sup>th</sup> Floor, MG Road,  
Fort, Mumbai-400001

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 CBHFL 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\_\_\_\_\_2025.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address

(Authorised Signatory)

**Bidder Information**

**Annexure – A, Part – II :**

S. No.	Information	Particulars / Response		
1.	Company/Agency Name along with no of manpower provided in other organizations.			
2.	Date of Incorporation			
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/other]			
4.	Registration No. and date of registration. <b>Registration Certificate to be enclosed</b>			
5.	Address of Registered Office with contact numbers [phone /mobile ]			
6.	Registration No. under Shops & Commercial Establishment Act (Proof to be enclosed)			
7.	License No. under Contract Labour Act (Regulation And Abolition), 1971 (Copy of license)			
8.	License No. issued by Labour Department for engagement/out sourcing for Manpower (Copy of license)			
9.	EPFO Registration No. (Proof to be enclosed)			
10.	ESIC Registration No. (Proof to be enclosed)			
11.	PAN No			
12.	GST No.			
13.	GST State of Registration			
14.	Principle Place of Business			
15.	<b>Contact Details of Bidder authorized to make commitments to CBHFL</b>			
16.	Name			
17.	Designation			
18.	Mail ID			
19.	Company Head Office and Addresses Contact Person(s)			
20.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
21.	Please mention turnover and Net Profit/Loss for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Net Profit/Loss(-)

***Audited/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted. Further, documentary support in respect of all the information furnished in table above are to be provided and these documentary supports should be acceptable to CBHFL.***

**Authorized Signatories**

**(Name & Designation, seal of the company) Date:**

**COMPLIANCE STATEMENT DECLARATION**

**Terms and Conditions**

We hereby undertake and agree to abide by all the terms and conditions stipulated by CBHFL 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) \_\_\_\_\_

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

**Signature:**

**Seal of company**

## **ANNEXURE – C**

### **Pre-Qualification Criteria (P.Q.C)**

1. The bidding company must be a limited company/Limited Liability Partnership.
2. The bidding company must have its presence in Mumbai and should be able to provide manpower in Branches of CBHFL, if CBHFL so desires.
3. The bidding company must be ISO 9001:2015 or higher certified. This implies that the bidding organization is process driven.
4. Average turnover of the bidding company for the last 3 years should be minimum Rs.3 cr.
5. The bidding company must possess requisite Government clearance /certificates/ registered with respective Government department towards carrying out the business of manpower supply.
6. The bidder must be GST registered.
7. The bidding company must have supplied manpower in at least 3 Government/ PSU/Banks/FIs in India in the last 3 years.

**N.B** – The bidder has to provide the documentary proof against each P.Q.C. (pre-qualification criteria) points failing which the bidder shall be considered as not eligible.

**ANNEXURE – D****COMMERCIAL BID****Part – I (Information on current set-up)**

Having examined the bidding documents and having submitted the Technical Bid for the same, we, the undersigned, hereby submit the commercial bid for providing existing 73 personnel and for further requirement if any at CBHFL Corporate Office and its Branches in Pan India in conformity with the said bidding documents at the prices and rates mentioned in the enclosed offer.

The price quoted by us for the scope of work detailed above of the bid documents is as below (for different States, different Sheets may be used, if required one consolidated sheet)

<b>Sr. No.</b>	<b>Description of payment</b>	<b>Rate per month per person OEs</b>	<b>Rate per month per person OAs</b>	<b>Total Rate</b>
1	Wages per person as per notification issued by State/Central under the Minimum Wages Act			
2	ESIC as per the Rules			
3	EPF as per the Rules			
4	Bonus as per payment of Bonus Act 1965			
5	Total			
6	Administration/Service Charges			
7	Service Tax, GST as applicable			
8	Grand Total (per month)			
9	Grand Total (per year)			

Signature with Date : \_\_\_\_\_

**COMMERCIAL BID FORMAT**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Amount in Rs.</b>
1.	Service charge per OEs per month (Any other charges OEs pm)	
2.	Service charge per OAs per month (Any other charges OAs pm)	
Total		

**Note :**

1. GST shall be paid on actual basis
2. It will remain unchanged for THREE years.

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



**Annexure - E**

**NACH/ECS MANDATE  
FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF  
PAYMENT  
FROM CBHFL**

**(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 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 Bank branch

(to be obtained from the respective branch)

---

I/We hereby authorize CBHFL to credit payment(s) to my/our above Bank account by NACH/ECS. # (#NACH/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 NACH/ECS for reasons of incomplete or incorrect information, I/we would not hold CBHFL 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 CBHFL is not able to carry out the NACH/ECS instructions given by me, CBHFL 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 Bank

---

**Annexure- F**

**Letter of Competence Format**

[To be submitted along with Technical Bid]

[To be executed on a non- judicial stamp paper]

Letter of Competence for Quoting against CBHFL's RFP No. / .....

This is to certify that we \_\_\_\_\_ [Insert name of Bidder], Address \_\_\_\_\_ are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This proposal is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for the purpose will be adequate to meet the requirement and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

**Resolution Matrix**

[To be submitted along with Technical Bid]

We declare that we will adhere to following resolution matrix during our service contract period with CBHFL:

Situation	Expected response of Vendor
<b>Immediate requirement:</b> Requirement within a day	1st call response immediate <ul style="list-style-type: none"><li>• Our Resources at your site as soon as possible.</li><li>• Continuous effort on a 24x7 basis</li><li>• Notification of Our Senior Executives</li></ul>
<b>Critical requirement:</b> Requirement within 5 days	First call response within 4 hours <ul style="list-style-type: none"><li>• Our Resources at Your site as required.</li><li>• Continuous effort on a 24x7 basis</li><li>• Notification of Our Senior Managers</li></ul>
<b>Moderate requirement:</b> Requirement within 5 days	First call response within a day <ul style="list-style-type: none"><li>• Effort during Business Hours</li></ul>

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

**(To be executed on a non-judicial stamp paper)**

**Service Level Agreement**

THIS SERVICE LEVEL AGREEMENT (hereinafter referred to “the **Agreement**”) is made on this \_\_\_\_ day of the month of \_\_\_\_\_, 2025, between,

Cent Bank Home Finance Ltd., [CBHFL] is Subsidiary of Central Bank of India, jointly promoted by National Housing Bank, SUTI and HUDCO. CBHFL having its Corporate Office at Mumbai and Branches in PAN India (hereinafter called “**CBHFL**”, which expression shall include wherever the context so permits, its successors and permitted assigns); AND

\_\_\_\_\_, a company registered under the Companies Act, 1956, 2013 having its registered office at \_\_\_\_\_ (herein after called the “**Vendor**”, which expression shall include wherever the context so permits, its successors and permitted assigns). (Hereinafter CBHFL and the Vendor are collectively referred to as “the Parties” and individually as “the Party”)

**WHEREAS**

- (A) CBHFL “**RFP** intends to hire the Vendor for \_\_\_\_\_, \_\_\_\_\_ (date) (includes Corrigendum/Clarification issued) (herein after collectively referred to the (attached hereto as **Appendix-I**)).
- (B) The Vendor, after being selected through open tendering process by way of floating the RFP by CBHFL followed by evaluation of Technical and Commercial Bids of the Bidders, has accepted/agreed to provide the services on the terms and conditions set forth in the RFP, and the letter of award No \_\_\_\_\_ dated \_\_\_\_\_ (“LoA”) (attached hereto as **Appendix- II**) issued by CBHFL;
- [C] The Vendor has accepted and agreed to provide the Services in accordance with terms and conditions of RFP and the LoA.
- [D] In terms of the RFP, CBHFL and the Vendor have agreed to enter into this definitive service level agreement in the manner hereinafter appearing:

NOW THEREFORE the Parties hereby agree as follows:

## **1. GENERAL PROVISIONS**

### **1.1 Definitions**

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;
- (b) "Deliverables" means and includes the major deliverables as specified in Clause 2 of the RFP.
- (d) "Effective Date" means the date on which this Agreement comes into force and effect pursuant to Clause 2.1 hereof;
- (e) "Personnel" means persons hired/to be hired by the Vendor as employees and assigned to the performance of the Services or any part thereof.
- (f) "Project" means collectively the Services and the Deliverables to be provided as detailed in the RFP.
- (g) "Services" or "Scope of Work" means and includes the scope of work to be performed by the Vendor as set out in Clause 2 of the RFP.
- (g) "Starting Date" means the date referred to in Clause-2.2 hereof;
- (h) "Third Party" means any person or entity other than CBHFL and the Vendor.

### **1.2 Principles of Interpretation**

In this Contract, unless the context otherwise requires:

- a) All capitalized terms unless specifically defined in this Contract shall have the meaning given to them in the RFP;
- b) Words and abbreviations, which have well known technical or trade/commercial meanings are used in this Contract in accordance with such meanings;
- c) The RFP, the LoA and the NDA along with the Appendices/ Attachments hereto, shall form part and parcel of this Agreement and shall be read together for all purpose and effect.
- d) In case of any inconsistency or repugnancy between the provisions contained RFP, LoA and this Agreement, unless the context otherwise requires, the opinion of CBHFL shall prevail to the extent of such inconsistency or repugnancy and the same shall be binding on the Vendor.

### **1.3 Purpose**

- 1.3.1. It is hereby agreed that the Vendor shall provide the Services to CBHFL as set out in the RFP till the completion of the project. The objective of the Project is to engage agency for supplier providing skilled/semi-skilled and un skilled manpower.

### **1.3.2. Performance of the Scope of Work**

The Vendor shall perform all the services as set out in the Scope of Work and complete the Deliverables within the prescribed time lines in terms of the RFP and the entire assignment shall be carried out during the Term of this Contract.

### **1.3.3. Term/Period of Contract**

The entire assignment as detailed in the Scope of Work under this Contract shall be Carried out during the term of contract of **3 years** starting from the date of acceptance of the LoA (letter of acceptance) by the Vendor unless the period is extended in accordance with this Agreement.

### **1.3.4. Contract Price**

The assignments to be performed under this Contract is fixed price contract and the Vendor shall be paid the consideration as detailed in Appendix 3 ("**Contract Price**") for the satisfactory performance/execution of the entire assignment under the Project. The Contract Price shall be paid by CBHFL as per the payment terms agreed at Clause 4 of this Agreement.

## **1.4 Relation between the Parties**

Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between CBHFL and the Vendor. The Vendor, subject to this Agreement, has complete charge of personnel to be engaged by the Vendor for performing the Services and shall be fully responsible for the works to be performed by them or on their behalf hereunder.

## **1.5 Language**

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

## **1.6 Headings**

The headings shall not limit, alter or affect the meaning of this Contract.

## **1.7 Notices**

1.7.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail/ Post to such Party at the following address:

1.7.2 Notice will be deemed to be effective as follows

(a) In the case of personal delivery/ Regd Post or email, on delivery;

1.7.3 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.

## **1.8 Location**

The Services shall be performed at Mumbai or at such location required/ approved by CBHFL.

## **1.9 Authority of Vendor**

The Vendor hereby authorize\_\_\_\_\_to act on their behalf in exercising the entire Vendor's rights and obligations towards CBHFL under this Contract, including without limitation the receiving of instructions and payments from CBHFL.

## **1.8 Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract, may be taken or executed:

- a) On behalf of CBHFL by \_\_\_\_\_ or his designated \_\_\_\_\_representative;
- b) On behalf of the Vendor by \_\_\_\_\_or his designated representative.

## **1.9 Taxes and Duties**

The Vendor and the personnel shall pay the taxes including service tax duties, fees, levies and other impositions levied under the existing, amended or enacted laws during life of this Agreement and CBHFL shall perform such duties in regard to the deduction of such tax as may be lawfully imposed.



## **2.0 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT**

### **2.1 Effectiveness of Contract**

This Agreement will become effective for the date of signing by both the Parties. In case the Agreement is signed in different dates, the same will be effective from the date it is signed by the last Party.

### **2.2 Commencement of Services**

The Vendor shall begin carrying out the Services immediately viz. from the date of acceptance of LoA (the "Starting Date"), or on such date as the Parties may agree in writing.

### **2.3 Expiration of Contract**

Unless terminated earlier pursuant to Clause-2.8 hereof, this Contract shall expire on the expiry of the Term as stated on Clause 1.3.3 herein unless the Term is extended in accordance with the Clause 2.6.4.

### **2.4 Entire Agreement**

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

### **2.5 Modification**

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services/Scope of Work, may only be made by written agreement between the Parties and shall not be effective until the consent of the Parties has been obtained. Pursuant to Clause-5.2 hereof, however, each Party shall give due consideration to any proposals for modification made by the other Party.

### **2.6 Force Majeure**

#### **2.6.1 Definition**

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, Flood and Acts and Regulations of respective government of the two Parties directly affecting the performance of the Contract.

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, CBHFL shall have the option of canceling this Contract in whole or part at its 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.

#### **2.6.2 No Breach of Contract**

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

#### **2.6.3 Measures to be taken**

- (a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.
- (b) A Party affected by an event of Force Majeure shall notify the other Party such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- (c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

#### **2.6.4 Extension of Time**

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall 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.

#### **2.6.5 Consultation**

Not later than thirty (30) days after the Party, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

## **2.7 Suspension**

CBHFL may, by written notice of suspension to the Vendor, suspend all payments to the Vendor hereunder if CBHFL is not satisfied with the performance of the Vendor or if the Vendor fails to perform any of their obligations under this Contract, including the carrying out of services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Vendor to provide remedy for such failure within a period not exceeding thirty (30) days after receipt by the Vendor of such notice of suspension and shall invoke contract performance guarantee.

## **2.8 Termination**

### **2.8.1 By CBHFL**

CBHFL may by not less than fifteen (15) calendar days written notice of termination to the Vendor (except in the event listed in paragraph (f) below, for which there shall be a written notice of not less than sixty (60) days) such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (f) of this Clause-2.8.1, terminate this Contract:

- a. If the Vendor fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause-2.7 here-in-above, within thirty (30) days of receipt of such notice of suspension or within such further period as CBHFL may have subsequently approved in writing;
- b. If the Vendor becomes insolvent or CBHFL bankrupt or enters into an agreement with its creditors for relief of debt or take advance of any law for the benefit of debtors or goes into liquidation receivership whether compulsory or voluntary;
- c. If the Vendor fail to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause-8 hereof;
- d. If the Vendor submits to CBHFL a statement which has a material effect on the rights, obligations or interests of CBHFL and which the Vendor knows to be false;
- e. If, as a result of Force Majeure, the Vendor is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- f. If CBHFL, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

#### **By Vendor**

The Vendor may, by not less than 90 calendar days written notice of termination of the CBHFL or till the New Vendor is appointed, which ever is later.

### **2.8.2 Cessation of Rights and Obligations**

Upon termination of this Contract pursuant to Clause- 2.8.1 hereof or upon expiration of this Contract pursuant to Clause-2.3 hereof, all rights and obligations of the Parties hereunder shall cease, except:

- (a) Such rights and obligations as may have accrued on the date of termination or expiration,
- (b) The obligation of confidentiality set forth in Clause-3.7 hereof,
- (c) Any right which a Party may have under the Applicable Law.

### **2.8.3 Cessation of Services**

Upon termination of this Contract by notice pursuant to clauses-2.8.1 hereof, the Vendor shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

### **2.8.4 Payment upon Termination**

Upon termination of this Contract pursuant to Clauses-2.8.1 hereof, CBHFL shall make the following payments to the Vendor:

- a) Remuneration pursuant to Clause-4 hereof for Services satisfactorily performed prior to the effective date of termination;
- b) Reimbursable expenditures pursuant to Clause-4 hereof for expenditures actually incurred prior to the effective date of termination; and
- c) Except in the case of termination pursuant to paragraphs (a) to (d) of Clause-2.8.1 hereof reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract including the cost of the return travel of the Vendor's personnel and their eligible dependents.

## **3.0 OBLIGATIONS OF THE VENDOR**

### **3.1 Standard of Performance**

The Vendor shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, technical and engineering practices, and employ appropriate advanced technology, safe and effective equipment, machinery, materials and methods. The Vendor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to CBHFL, and shall at all times support and safeguard CBHFL's legitimate interests in any dealings with third parties.

### **3.2 Law Govering contract**

The Vendor shall perform the assignment in accordance with the applicable Law and shall take all practicable steps to ensure that the Personnel of the Vendor comply with the Applicable Law.

### **3.3 Conflict of Interest**

The Vendor shall hold CBHFL's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.

### **3.4 Vendor Not to Benefit from Commissions, Discounts etc.**

The payment of the Vendor by CBHFL shall constitute the Vendor's only payment in connection with this Contract or the Services, and the Vendor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Vendor shall use their best efforts to ensure that its Personnel similarly shall not receive any such additional payment.

### **3.5 Vendor and Affiliates not to be otherwise interested in Project**

The Vendor agrees that, during the term of this Contract and after its termination, the Vendor and its affiliates shall be disqualified from providing goods, works or services resulting from or directly related to the Vendor's Services for the preparation or implementation of the Project.

### **3.6 Prohibition of Conflicting Activities**

The Vendor and its affiliates shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. The Vendor and its affiliates hired to provide services for the proposed assignment will be disqualified from services related to the initial assignment for the same Project subsequently.

### **3.7 Confidentiality**

The Vendor and the Personnel shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Agreement or CBHFL's business or operations without the prior written consent of CBHFL.

A separate non-disclosure cum confidentiality agreement ("NDA") will be signed between the Vendor and CBHFL.

### **3.8 Insurance to be taken out by the Vendor**

The Vendor shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of the Vendor or their staff on the assignment

### **3.9 Liability of the Vendor**

The Vendor and its personnel shall be liable to CBHFL for the performance of the Services in accordance with the provisions of this Contract and for any loss suffered by CBHFL as a result of a default of the Vendor and its personnel in such performance, subject to the following limitations:

- (a) The Vendor shall not be liable for any damage or injury caused by or arising out of the act, neglect, default or omission of any persons other than the Vendor and its Personnel; and
- (b) The Vendor shall not be liable for any loss or damage caused by or arising out of circumstances over which the Vendor had no control.
  - All the OEs employed will be on the pay rolls of the Vendor and the said OEs shall not represent themselves as the staff of CBHFL and shall be bound by the confidential clause mentioned herein.
  - All OEs/OAs employed by Vendor shall abide by the relevant Rules and regulation of CBHFL while performing at CBHFL premises or otherwise for this project.
  - The Vendor shall be solely responsible for compliance of all employment Laws in respect of its said OEs as Principle Employer.

( c ) The CBHFL shall have the right to carry out, directly or indirectly, audit of the performance of its obligations by service provider by this agreement, with notice not less than 5 business days. Vendor will give CBHFL to its representative reasonable access to the records pertaining to this agreement for inspection of copying.

### **3.10 Indemnification of CBHFL by the Vendor**

The Vendor shall indemnify CBHFL and shall always keep CBHFL, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including, but not limited to, legal fees and expenses, suffered by CBHFL or any Third Party, where such loss, damage, injury is the result of (i) a wrongful action, negligence or breach of contract by the vendor or its personnel; and/or (ii) any negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are deployed by the Vendor against CBHFL; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statues/various labour laws by the Vendor to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights.

### **3.11 Limitation of Liability**

- (i) The Vendor's aggregate liability, in connection with obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to times the total contract value.
- (ii) The Vendor's liability in case of claims against CBHFL resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the service Provider shall be actual.
- (iii) Under no circumstances, CBHFL shall be liable to the Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if the has been advised of the possibility of such damages.

### **3.12 Vendor's Actions Requiring Owner's Prior Approval**

The Vendor shall not enter into a sub contract for the performance of any part of the Services, without the prior approval of CBHFL. However, the Vendor can hire the services of Personnel to carry out any part of the services. The Vendor shall remain fully liable for the performance of the services by its personnel pursuant to this Contract.

### **3.13 Reporting Obligations**

The Vendor shall submit to CBHFL the reports and documents within the timelines set forth in the Offer Letter, including any supporting data required by CBHFL.

### **3.14 Documents prepared by the Vendor to be the Property of CBHFL:**

All software, algorithms, reports and other documents prepared/developed by the Vendor in performing the Services shall become and remain the property of CBHFL, and the Vendor shall, not later than upon termination or expiration of this Contract, deliver all such documents to CBHFL, together with a detailed inventory thereof. The Vendor may retain a copy of such documents shall not use them for purposes

### **3.15 Vendor's Personnel**

The Vendor shall ensure that personnel/employees engaged by him in CBHFL, have appropriate qualifications and competence and are in all respects acceptable to CBHFL. The Vendor will do its utmost to ensure that the personnel identified by the Vendor to work under this Agreement completes the Term. If any such personnel resigns from his job and leaves the Vendor, the Vendor will provide CBHFL with another personnel of equivalent knowledge and experience acceptable to CBHFL as his substitute.

The Vendor shall strictly comply with all applicable labour laws and such other statutory Laws in relation to the services to be provided and the personnel engaged by the Vendor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between CBHFL and said personnel so engaged by the Vendor.

The Vendor shall be responsible for making appropriate deductions in respect of income tax and any other statutory deductions under laws in respect of its personnel/employees engaged by the Vendor under this Agreement. The Vendor agrees to indemnify CBHFL in respect of any claims that may be made by statutory authorities against CBHFL on in respect of contributions relating to its personnel/employees engaged by the Vendor for performing the work under this Agreement. CBHFL is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the Vendor.

### **3.16 Non-Compete**

The Vendor will neither approach nor make any proposal for work for any employee of CBHFL directly or indirectly during the validity of this Agreement and for one year from the date of termination of this Agreement.

### **3.17 Transfer of this Agreement:**

The Vendor will inform CBHFL about any change in its ownership. The Vendor will ensure that the CBHFL's interest will be protected with utmost care.

## **4.0 OBLIGATIONS OF CBHFL**

### **4.1 Support:**

CBHFL will provide the support as required necessary by it including giving access to the relevant and limited data maintained in its system to the Vendor for carrying out the assignment under the Contract.

### **4.2 Payment Terms**

In consideration of the Services performed by the Vendor under this Agreement, CBHFL shall make to the Vendor such payments and in such manner as specified in the RFP and/or the LoA.

The Vendor shall submit the bills to CBHFL of firms printed bill forms indicating the work done by him during the period for which payment is sought. CBHFL shall make

payments to the Vendor as per the payment schedule given in the RFP. But if the progress is not satisfactory and according to agreed work program/schedule the payment may be withheld.

#### **4.3 Non-Solicitation:**

CBHFL agrees not to make an offer for employment to any personnel provided/deployed by the Vendor under this Agreement, and, not to accept an application for employment from him/her, while he is under the term of this Agreement, and, for up to twelve (12) months from the date of last assignment of the work under this Agreement with CBHFL.

### **5.0 FAIRNESS AND GOOD FAITH**

#### **5.1 Good Faith**

The Parties undertake to act in good faith respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract

#### **5.2 Operation of the contract**

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the Term of this Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them and without detriment to the interest of either of them and that, if during the tenure of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no-failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause-7 hereof.

#### **5.3 Severability:**

Each clause of this Agreement is enforceable independently. Should any clause of this Agreement become not enforceable due to any reason, it will not affect the enforceability of the other clauses.

### **ARRANGEMENT ON PRINCIPAL TO PRINCIPAL BASIS**

- a. Nothing in this Agreement shall be, either directly or indirectly, construed to create any partnership, agency, joint venture or affiliate with/of the CBHFL. The relationship between the Parties to this Agreement is that of principal to principal.
- b. Nothing in this Agreement is intended or shall be construed to authorise the Vendor to create or assume any liability or indebtedness of any kind, in the name of CBHFL or to act for or be responsible for the performance of the Vendor in any manner except and to the extent expressly provided in this Agreement.
- c. Notwithstanding anything contrary contained herein, the Vendor shall not without CBHFL specific approval/ consent in writing, assume or create any obligation on CBHFL behalf or incur any liability on behalf CBHFL or in any way pledge or purport to pledge CBHFL credit or accept any contract binding upon CBHFL

### **6.0 JURISDICTION AND APPLICABLE LAW**



This agreement including all matter connected with this Agreement, shall be governed by the laws of India (both substantive and procedural) for the time being in force and shall be subject to exclusive jurisdiction of the Indian Courts at Mumbai.

## **7.0 SETTLEMENT OF DISPUTES**

All disputes and/or differences, which may arise out of, in relation to, or in connection with this Agreement, or the breach thereof, shall be settled amicably. If, however, the parties are not able to solve them amicably without undue delay, the same shall be settled by arbitration in accordance with the rules & procedures under the Indian Arbitration & Conciliation Act, 1996 (as amended from time to time). The place of the arbitration shall be at Mumbai. The arbitration tribunal shall consist of sole i.e. 1(one) arbitrator appointed by Managing Director in charge of CBHFL,). The arbitrator shall be appointed within fifteen (15) days from the date of first recommendation for an arbitrator in written form for a Party to the other. The award of arbitrator made in pursuance thereof shall be final and binding on the parties. All costs of the arbitration shall be borne equally by the Parties.

Notwithstanding, it is agreed that the Vendor shall continue work for the assignment under this Agreement during the arbitration proceedings unless otherwise directed in writing by CBHFL or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

**FOR AND ON BEHALF OF Cent Bank Home Finance Ltd [OWNER]**

By \_\_\_\_\_  
Authorized Representative

**FOR AND ON BEHALF OF**

By \_\_\_\_\_  
Authorized Representative

Place

:

Date:

**CONFIDENTIALITY –CUM- NON DISCLOSURE AGREEMENT**  
**(To be executed on a non- judicial stamp paper)**

This Confidentiality –cum-Non Disclosure Agreement is entered into at Mumbai on this

.....day ..... of \_\_\_\_\_, 2025\_, between;

\_\_\_\_\_, a limited liability partnership firm incorporated \_\_\_\_\_, having its Registered Office at ..... (hereinafter called “the Vendor”); and Cent Bank Home Finance Ltd., [CBHFL] is Subsidiary of Central Bank of India, jointly promoted by National Housing Bank, SUTI and HUDCO. CBHFL having its Corporate Office at Mumbai and Pan India Branches.

The Vendor & CBHFL would be having discussions and negotiations concerning

\_\_\_\_\_ (“Purpose”) between them as per the Service Level Agreement dated

..... (hereinafter referred to as “SLA”). In the course of such discussions & negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential & proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information ( as defined below) is referred to as “the **Disclosing Party**” & will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as “the **Recipient/Receiving Party**”, and will include its affiliates & subsidiaries

Now this Agreement witnesseth:-

1. **Proprietary Information:** As used in this Agreement, the term Proprietary information shall mean as all trade secrets or confidential or Proprietary information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary information is disclosed by the Disclosing Party to the Recipient/Receiving Party. Notwithstanding the forgoing, information which is orally or visually disclosed to the Recipient/Receiving Party by the Disclosing party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party , within 10(ten) days after such disclosure, delivers to the Recipient/Receiving Party a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient/ Receiving party to whom such disclosure was made.

## 2. Confidentiality:

- a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far this may be required for the proper exercise of the Parties respective rights under this Agreement.
- b) The term confidential information shall mean and include all written or oral information (including information received from third parties that the Disclosing Party is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential Information shall also mean, software programs, technical data, methodologies, know how, processes, designs, customer names, prospective customer's names, customer information and business information of the Disclosing Party.
- c) Confidential information does not include information which:
  - (i) is publicly available at the time of its disclosure; or
  - (ii) becomes publicly available following disclosure; or
  - (iii) is already known to or was in the possession of Recipient/Receiving party prior to disclosure under this Agreement; or
  - (iv) is disclosed to the Recipient/Receiving party from a third party, which party is not bound by any obligation of confidentiality; or
  - (v) is or has been independently developed by the Recipient/Receiving party without using the confidential information;
  - (vi) is disclosed with the prior consent of the disclosing party.

## 3. **Non -Disclosure of Proprietary Information:** For the period during the agreement or its renewal, the Recipient/Receiving Party will:

- a) Use such Proprietary Information only for the purpose for which it was disclosed and without written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance and
- c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3<sup>rd</sup> party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4. **Limit on Obligations:** The obligations of the Recipient/ Receiving Party specified in clause 3 above shall not apply and the Recipient/ Receiving Party shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary information :
- a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient/ Receiving Party;
  - b) is in the Recipient's/ Receiving Party's possession at the time of disclosure otherwise than as a result of the Recipient's/ Receiving Party's breach of an obligation of confidentiality owed to the Disclosing Party;
  - c) becomes known to the Recipient/ Receiving Party through disclosure by any other source, other than the Disclosing party, having the legal right to disclose such Proprietary Information.
  - d) is independently developed by the Recipient/ Receiving Party without reference to or reliance upon the Proprietary Information; or
  - e) is required to be disclosed by the Recipient/ Receiving Party to comply with applicable laws or governmental regulation, provided that the Recipient/ Receiving Party provides prior written notice of such disclosure to the Disclosing Party and take reasonable and lawful actions for such disclosure.
5. **Return of Documents:** The Recipient/ Receiving Party shall, upon request of the Disclosing Party ,in writing, return to the Disclosing party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient/ Receiving Party pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event, it is not inclined to proceed further with the engagement, business discussions and negotiations or in the event of termination of this Agreement, the Recipient/ Receiving Party will promptly return to the other part or with the consent of the other party, destroy the Proprietary Information of the other party. Provided however the Receiving Party shall retain copies to be in compliance with its statutory, regulatory, internal policy or professional obligations.
6. **Communications:** Written communications requesting transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing)

**CBHFL**

---

**(Vendor)**

7. Term: The obligation pursuant to clause 2 and 3 (Confidentiality & Non-Disclosure of Proprietary Information) will survive for a period of \_\_\_\_\_ years from termination of the SLA.
8. The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available to the parties under law.
9. This Agreement shall be governed and construed in accordance with the laws of India and shall be under the Jurisdiction of courts at Mumbai. It is agreed that any dispute or differences arising out of or touching this Agreement if not resolved amicably shall be referred to the arbitration as per clause\_\_of the SLA.

#### **10. Miscellaneous**

- a) This Agreement may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b) This Agreement will be binding upon & ensure to the benefit of the parties hereto and it includes their respective successors & assigns
- c) The Agreement shall be construed & and interpreted in accordance with the laws prevailing in India.

In witness whereof, the parties have to have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

**FOR**\_\_\_\_\_

**FOR CBHFL**

Authorized Signatory

Authorized Signatory

Name:

Name:

Designation:

Designation:

Place:

Place:

Date:

Date:

**Pre Contract Integrity Pact**

(To be executed on a non- judicial stamp paper)

This pre-bid/pre-contract Agreement (hereinafter called “**this Integrity Pact**”) is made on \_\_\_ day of \_\_\_\_\_ 2025, between, the Cent Bank Home Finance Ltd., [CBHFL] is Subsidiary of Central Bank of India, jointly promoted by National Housing Bank, SUTI and HUDCO. CBHFL having its Corporate Office at Mumbai and Pan India Branches represented through Shri/Ms \_\_\_\_\_ (Designation) (hereinafter called “CBHFL”, which expression shall mean and include, unless the context otherwise requires, its successors in office and assigns) of the First Part

**AND**

M/s \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the “Bidder” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

*(The party of the First Part and the party of the Second Part are hereinafter collectively referred to as the “Parties” and individually as the “Party”)*

**WHEREAS** CBHFL proposes to procure \_\_\_\_\_ (name of the items/services) as mentioned in the RFP No./Dated \_\_\_\_\_ (“RFP”) and the Bidder is willing to offer/has offered \_\_\_\_\_ (name of the items/services) as desired by CBHFL in terms of the RFP;

**WHEREAS** the Bidder is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and CBHFL is a Housing Finance Company Registered under Companies Act;

**WHEREAS** to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

- (i) enabling CBHFL to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and enabling Bidders to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and CBHFL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

**AND WHEREAS** the Parties hereto hereby agree to enter into this Integrity Pact on the terms and conditions mentioned hereinafter.

**NOW IT IS THEREFORE AGREED BY AND BETWEEN THE PARTIES  
HERETO AS FOLLOWS:**

### **1. Commitments of CBHFL**

CBHFL undertakes that no official of CBHFL, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.

CBHFL will, during the pre-contract stage, treat all Bidders alike and will provide to all Bidders the same information and will not provide any such information to any particular Bidder which could afford an advantage to that particular Bidder in comparison to other Bidders.

All the officials of CBHFL will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the Bidder to CBHFL with full and verifiable facts and the same is prima facie found to be correct by CBHFL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by CBHFL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by CBHFL the proceeding under the contract would not be stalled.

### **3. Commitments of Bidders**

Compliance of the Instructions of GOI/Guidelines of CVC/Others: The Bidder undertakes that in case of its selection as the successful Bidder, it shall perform its duties under the Contract in strict compliance of the relevant and extant instructions of Government of India, GFR issued by Ministry of Finance.

The Bidder represents that it has the expertise to undertake the assignment/contract and also has the capability to deliver efficient and effective services to CBHFL under the contract in terms of the RFP.

The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- (a) The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of CBHFL, connected directly or indirectly with the Bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the Bidding, evaluation, contracting and implementation of the contract.
- (b) The Bidder has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of CBHFL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- (c) \* The Bidder shall disclose the name and address of its agents and representatives including its foreign principals or associates.
- (d) \* The Bidder shall disclose the payments to be made by it to agents/brokers or any other intermediary, in connection with this Bid/contract.
- (e) \* The Bidder has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to CBHFL or any of its functionaries, whether officially or unofficially to the award of the contract to the Bidder, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect or any such intercession, facilitation or recommendation.
- (f) The Bidder, either while presenting the Bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of CBHFL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- (g) The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- (h) The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

\*if applicable



- (i) The Bidder shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by CBHFL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder also undertakes to exercise due and adequate care lest any such information is divulged.
- (j) The Bidder commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- (k) The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- (l) If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly is a relative of any of the officers of CBHFL or alternatively, if any relative of an officer of CBHFL has financial interest/stake in the Bidders firm, the same shall be disclosed by the Bidder at the time of filing of tender.  
The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- (m) The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of CBHFL.
- (n) The Bidders shall disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- (o) The Bidder has not entered into any undisclosed agreement or understanding with other Bidders with respect of prices, specifications, certifications, subsidiary contracts, etc.

3.4 The Bidder undertakes and affirms that it shall take all measures necessary to prevent any possible conflict of interest and in particular commit itself to the following:

- (a) The Bidder shall avoid any conflict of interest while discharging contractual obligations and bring, beforehand, any possible instance of conflict of interest to the knowledge of CBHFL, while rendering any service.
- (b) The Bidder shall act/perform, at all times, in the interest of CBHFL and render any service with highest standard of professional integrity.
- (c) The Bidder undertakes that in case of its selection as the successful Bidder, it shall provide professional, objective, and impartial advice and at all times and shall hold CBHFL's interests paramount, without any consideration for future work, and that in providing advice it shall avoid conflicts with other assignments and its own interests.
- (d) The Bidder declares/affirms that it has not been hired by CBHFL for any assignment that would be in conflict with its prior or current obligations to other employers/buyers, or that may place

it in a position of being unable to carry out the assignment/contract in the best interest of CBHFL. Without limitation on the generality of the foregoing, the Bidder further declares/affirms as set forth below:

- (i) **Conflict between consulting activities and procurement of goods, works or non-consulting services (i.e. services other than consulting services)** - The Bidder has not been engaged by CBHFL to provide goods, works, or non-consulting services for a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with the Bidder. The Bidder is fully aware that it shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non- consulting services. Further, the Bidder is also aware of the fact that in case it has been hired to provide consulting services for the preparation or implementation of a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with the firm, shall be disqualified from subsequently providing goods, works, or services (other than consulting services) resulting from or directly related to the consulting services for such preparation or implementation.

This provision does not apply to the various firms (Vendors, contractors, or suppliers) which together are performing the Bidder's obligations under a turnkey or design and build contract.

- (ii) **Conflict among consulting assignments** - The Bidder understands that neither Bidder (including their personnel and sub-Vendors), nor any affiliate that directly or indirectly controls, is controlled by, or is under common control with the firm, shall be hired for the assignment that, by its nature, may be in conflict with another assignment of the Bidder. *As an example, Bidders assisting CBHFL in the privatization of public assets shall neither purchase, nor advise purchasers of, such assets. Similarly, Bidders hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.*

**Relationship with CBHFL's staff** - The Bidder is aware that the contract may not be awarded to the Bidder in case it is observed that it, including its experts and other personnel, and sub- Vendors, has/have a close business or family relationship with a professional staff of CBHFL (or of the project implementing agency) who are directly or indirectly involved in any part of: (i) the preparation of the TOR for the assignment, (ii) the selection process for the contract; or (iii) the supervision of such contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to CBHFL throughout the selection process and the execution of the contract.

- (iii) **A Bidder shall submit only one proposal either individually or as a joint venture partner in another proposal:** If the Bidder, including a joint venture partner, submits or participates in more than one proposal, all such proposals shall be disqualified. This does not, however, preclude a consulting firm to participate as a sub-Vendor, or an individual to participate as a team member, in more than one proposal when circumstances justify and if permitted by the RFP.

#### **4. Previous Transgression**

The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidder's exclusion from the tender process.

The Bidder agrees that if it makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded can be terminated for such reason.

#### **5. Accountability**

The Bidder undertakes that in case of its selection as the successful Bidder and assignment of the contract to the Bidder, it shall be accountable for the advice/supply made/to be made and/or for any service rendered/to be rendered by it to CBHFL, keeping in view norms of ethical business, professionalism and the fact that such advice/services to be rendered by it for a consideration.

The Bidder shall be accountable in case of improper discharge of contractual obligations and/or any deviant conduct by the Bidder.

#### **6. Personal Liability**

The Bidder understands that in case of its selection as the successful Bidder, the Bidder is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. The Bidder shall be liable to CBHFL for any violation of this Integrity Pact as per the applicable law, besides being liable to CBHFL as may be provided under the service level agreement/contract to be executed.

#### **7. Transparency and Competitiveness**

The Bidder undertakes that in case of its selection as the successful Bidder, it shall keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective tenderers/Bidders, while rendering any advice/service to CBHFL, in regard with matters related to selection of technology and determination of design and specifications of the subject matter, Bid eligibility criteria and Bid evaluation criteria, mode of tendering, tender notification, etc.

#### **8. Co-operation in the Processes:**

The Bidder shall cooperate fully with any legitimately provided/constituted investigative body, conducting inquiry into processing or execution of the consultancy contract/any other matter related with discharge of contractual obligations by the Bidder.

#### **9. Sanctions for Violations**

Any breach of the aforesaid provisions by the Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder) shall entitle CBHFL to take all or any one of the following actions, whenever required:

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder. However the proceedings with the other Bidder(S) would continue.
- (ii) The Earnest Money Deposit (in per-contract stage) and / or Security Deposit /Performance Bond/PBG (after the contract is signed) shall stand forfeited either fully or partially, as decided by CBHFL and CBHFL shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.
- (iv) To recover all sums already paid by CBHFL, and in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Prime Lending Rate of State CBHFL of India, while in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder from CBHFL in connection with any other contract, such outstanding payment could also be utilized and appropriated by CBHFL to recover the aforesaid sum and interest.
- (v) To encash the advance CBHFL guarantee and performance bond/warranty bond, if furnished by the Bidder, in order to recover the payments already made by CBHFL, along with interest.
- (vi) To cancel all or any other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to CBHFL resulting

from such cancellation /rescission and CBHFL shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.

- (vii) To debar the Bidder from participating in future Bidding process of CBHFL for a minimum period of five year which may be further extended at the discretion of CBHFL.
- (viii) To recover all sums paid in violation of this Integrity Pact by Bidder(S) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by CBHFL with the Bidder, the same shall not be opened.
- (x) Forfeiture of Performance Bond/PBG in case of a decision by CBHFL to forfeit the same without assigning any reason for imposing sanction for violation of this Integrity Pact.

CBHFL will be entitled to take all or any the actions mentioned at para 10.1(i) to (x) of this Integrity Pact also on the Commission by the Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention or Corruption Act, 1988 or any other statute enacted for prevention of corruption.

The decision of CBHFL to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder shall be final and conclusive on the Bidder. However the Bidder can approach the Independent Monitor(s) appointed for the purposes of this Integrity Pact. The details of the Monitors has been given in the RFP document.

#### **10. Fall Clause:**

The Bidder undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other PSU/Public Sector CBHFL and if it is found at any stage that similar product/systems was supplied by the Bidder to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to CBHFL, if the contract has already been concluded.

#### **11. Disqualification & Forfeiture of EMD/PBG etc**

The Bidder(s) agree(s) that:

- (a) Prior to award of contract or during execution of the contract, if the

Bidder (s) has/have committed any transgression/breach of this Integrity Pact, CBHFL is entitled to disqualify the Bidder(s) from the tendering process/terminate the contract.

- (b) If CBHFL disqualifies the Bidders(s) from the tendering process prior to award of contract under clause (a) above, CBHFL is entitled to demand and recover the damages equivalent to the EMD and in such event, the EMD shall be forfeited.
- (c) After selection of the successful Bidder and/or during execution of the contract, any breach/violation by the successful Bidder of this Integrity Pact under clause (a) above shall entail forfeiture of performance bond/Performance Bank Guarantee (PBG).
- (d) It is agreed that the decision of CBHFL regarding forfeiture of EMD/performance bonds/ PBG shall be final and binding.

#### **12. Facilitation of Investigation:**

In case of any allegation of violation of any provision to this Integrity Pact or payment of commission, CBHFL or its agencies shall be entitled to examine all the documents including the Books of Accounting of the Bidder and the Bidder shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

#### **13. Law and Place of Jurisdiction:**

This Integrity Pact is subject to Indian Law. Any dispute arising out of this shall be subject to the jurisdictions of the Courts at Mumbai.

#### **14. Other Legal Action:**

The action stipulated in this Integrity Pact is without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

#### **15. Validity:**

The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both CBHFL and the Bidder, including warranty period, whichever is later. In case Bidder is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of this Integrity Pact.

Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact shall remain valid. In this case the Parties will strive to come to an agreement to their original intentions.

The Parties hereto sign this Integrity Pact at \_\_\_\_\_ on the day, month and year mentioned herein above.

<b>For CBHFL(Authorised Signatory)</b>  <b><u>Witness</u></b> <b>1.</b> _____ _____ _____ <b>(Name &amp; Address)</b>  <b>2.</b> _____ _____ _____ <b>(Name &amp; Address)</b>	<b>For Bidder (Authorised Signatory)</b>  <b><u>Witness</u></b> <b>1.</b> _____ _____ _____ <b>(Name &amp; Address)</b>  <b>2.</b> _____ _____ _____ <b>(Name &amp; Address)</b>
---	---

\_\_\_\_\_ - END \_\_\_\_\_