



REQUEST FOR PROPOSAL (RFP)

For Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis

Reference No. HRD/REC/2082/2023

Date : 18.03.2023

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Union Bank of India
Union Bank Bhavan
239, Vidhan Bhavan Marg,
Nariman Point, Mumbai - 400 021

Disclaimer

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations & analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary, obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Union Bank of India in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Union Bank of India reserves the right to reject any or all the request of proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Union Bank of India shall be final, conclusive and binding on all parties.

Union Bank of India reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<https://www.unionbankofindia.co.in>) and it will become part and parcel of this RFP.

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Request for Proposal (RfP) for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis

Key Dates & Information

S. No	Activities	Date and Time
1.	Reference No	HRD/REC/2082/2023
2.	RfP issuance date	18.03.2023
3.	Last date for written request for Clarifications, before Pre Bid Meeting	24.03.2023; 5:00 PM
4.	Pre Bid Meeting Place: Bank's Central Office, HR Dept., 8 th floor	28.03.2023; 3:00 PM
5.	Date of placing replies to queries / clarifications / corrigendum in Bank's website.	31.03.2023; 5:00PM
6.	Last date and time for receipt of Bid	15.04.2023; 2:00 PM
7.	Opening of Technical Bids Place: Union Bank Bhavan, Nariman Point, Mumbai	15.04.2023; 4:00 PM Representatives of Bidder may be present (virtually over MS Teams)/in-person) during opening of Technical bids. However, Technical Bids would be opened even in the absence of any or all of the bidders' representatives.
8.	Presentation by shortlisted eligible Bidders with successful technical bids Place: Union Bank Bhavan, Nariman Point, Mumbai	Date and exact time slot will be communicated through email at a short notice to the shortlisted eligible Bidders. Bank's decision shall be final in this regard.
9.	RFP Coordinator:	Mr. Ashish Kumar Gupta Asst. General Manager (HR-MPRD)
10.	Email ID:	1. ashish.gupta4@unionbankofindia.bank 2. gpsingh@unionbankofindia.bank
11.	Address For Proposal Submission:	Mr. Ashish Kumar Gupta Asst. General Manager (HR-MPRD), Union Bank of India Human Resources Department

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S. No	Activities	Date and Time
		8 th Floor, Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai 400021 Telephone: 022-2289 6227/6240
12.	Application Money *	INR 10,000/- (Rupees Ten thousand Only) (Non-refundable)
13.	Performance Bank Guarantee	<p>Selected Consultant shall be required to furnish an unconditional and irrevocable Performance Bank Guarantee equal to 3% of the final contract amount or as per the guidelines in vogue at the time of awarding contract to the Bank from a Scheduled Commercial bank (other than Union Bank of India) towards due performance of the contract in accordance with the specifications, terms and conditions of the RFP document within 7 days of issuance of work order/ execution of Agreement.</p> <p>The Performance Bank Guarantee shall have claim period of 60 days beyond the contract period. The BG may need to be extended depending on extension of the allotted project.</p>

* Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from paying the application money for which the concerned enterprise needs to provide necessary documentary proof together with a Declaration to that effect as per **Annexure - III**

The dates mentioned above are tentative and the Bidder acknowledges that he/she cannot hold the Bank responsible for any revision in these dates. Bidders may choose to be present at the time of opening of bids. The shortlisted Bidders would be communicated the exact date of presentation and they should remain prepared for a presentation within a short notice.

Meaning of terms used in RFP document:

Following terms are used in the document interchangeably to mean:

1. “Assignment” means the work to be performed by the selected Bidder pursuant to the Contract.
2. “Bank” means “Union Bank of India”.
3. “Bidder /Recipient / Respondent / Applicant/ Partner / Organization / Institution” means the “Person(s) / Firm / Organization submitting RFP response/ Proposal / Bid offer in response to this RFP and/or any subsequent request for Bid/Offer/Quote pursuant thereto and as per the details mentioned in this document”.
4. “Contract” or “Agreement” means the Contract signed by the Parties and all the attached documents and the Appendices, consequent to the completion of the proceedings as per the RFP.
5. “Day” means calendar day.
6. “Disclosing parties / Receiving Parties / Party / Parties” means Union Bank of India and Successful Bidder or both as the case may be.
7. “Empanelled/ Successful Applicant or Bidder or Consultant or Organization” means the Applicant or Bidder or Consultant or Organization which satisfies the criteria to be included in the panel of HR consultants in accordance with this RFP.
8. “Personnel / Resources” means professionals and support staff provided by the selected Bidder.
9. “Proposal / Bid / Tender/ Offer” means response to the RFP Document and/or any subsequent request for Bid/Offer/Quote pursuant to the RFP.
10. “RFP” means “Request for Proposal for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis”.
11. “Scheduled Bank” means a bank which is listed in the Second Schedule of the Reserve Bank of India Act, 1934.
12. “Selected Consultant” means the empaneled HR Consultant that is selected on the basis of the commercial quote submitted in response to Bank’s request, for any particular assignment or work order and enters into an Agreement with Bank therefor.
13. “Website” means Bank’s official website “www.unionbankofindia.co.in”

Confidentiality

This document is meant for the specific use by the Organizations interested in participating in the RFP process. This document in its entirety is subject to Copyright Laws. Union Bank (hereinafter referred to as “the Bank”) expects the Bidder or any person acting on behalf of the Bidder to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidder will be held responsible for any misuse of information contained in the document, and is liable to be prosecuted by the Bank in the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to the confidentiality clauses.

The section-wise description of the information is given hereunder.

Classification: Public

SECTION - I

1. Introduction and Purpose

Union Bank of India was established in the year 1919 and the father of the nation, Mahatma Gandhi, inaugurated its registered office in the year 1921. The Bank has been fulfilling the dreams & aspirations of millions of customers over the past 100 years and celebrated its Centenary Year in 2019. With its efficient customer service, consistent performance & growth, adoption of new technologies and value added services, Union Bank truly lives up to the image of “Good People to Bank with”.

The Bank offers customer centric products and services across various sectors 8710+ domestic branches, 10953+ ATMs, 16200+ BC points, serving over 153 million customers with 76000+ employees. The Bank also has 3 overseas branches at Hong Kong, Dubai International Financial Centre (UAE) & Sydney (Australia). 1 banking subsidiary at London (UK), 1 banking joint venture in Malaysia; 5 para-banking subsidiaries and 3 joint ventures and 1 associate Bank.

Union Bank of India is the first large public sector Bank in the country to have implemented 100% core banking solution. Recently, Andhra Bank and Corporation Bank were amalgamated into Union Bank of India with effect from 01.04.2020. The Bank's total business as of 31st December 2022 stood at Rs. 18.69 trillion, comprising Rs. 10.65 trillion of deposits and Rs. 8.04 trillion of advances. The Bank has received several awards and recognition for its prowess in technology, digital banking, financial inclusion and development of human resources. (More Details are available on our website www.unionbankofindia.co.in).

This Request for Proposal document [“RFP document” or “RFP”] has been prepared exclusively for the purpose of enabling Union Bank of India [hereinto referred as “the Bank”] to select and empanel competent **Human Resource Consultants for “Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions, including Domain Experts, on contractual basis”**.

It is hereby explicitly stated that this RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services identified and sought herein. Selection, appointment and consequent recruitment is subject to observance of selection process, signing of Integrity Pact and appropriate documentation in accordance with the terms herein in this RFP being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the selection process as detailed in this document.

Union Bank of India hereby invites responses from competent and eligible Human Resource Consultants for their empanelment and to render their services in “Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis”.

2. For the Respondent only

The RFP document is intended solely for the information of the prospective bidder / party to whom it is issued (“the **Recipient**” or “the **Respondent**”)

3. Confidentiality

The RFP document is provided to the Recipient on the implied understanding that the undertaking of confidentiality asked by the Bank will be adhered to by the Recipient. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. Additionally, “the **Recipient**” or “the **Respondent**” may be exposed by virtue of the contracted activities to internal business information of the Bank, its affiliates, and/or business partners.

Disclosure of receipt of any part of the aforementioned information to any third party will result in the disqualification of “the **Recipient**” or “the **Respondent**”, pre-mature termination of the contract, or legal action against the Bidder for breach of trust. The information provided / which will be provided, is solely for the purpose of undertaking the programme delivery effectively.

4. Information Provided in RFP

The RFP document contains statements derived from information that is believed to be true and reliable as on the date obtained, but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Contracting party is advised to conduct its own due diligence before submission of bid.

Neither the Bank nor any of its directors, officers, employees, agents, representatives, contractors, or advisors give any representation or warranty (oral or written), express or implied, as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.

Neither the Bank nor any of its directors, officers, employees, agents, representatives, contractors, or advisors has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

5. No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement.

6. Recipient’s obligation to Inform Itself

The Applicant must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

7. Evaluation of Offers

Each Bidder acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply criteria like independent assessment of the market reputation and perception of ability to perform, but not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not solely relied on any idea, information, statement, representation or warrant given in this RFP document.

8. Errors and Omissions

Each Recipient should notify the Bank, in case if they are of the view of any error, fault, omission or discrepancy found in this RFP document but not later than 5:00 PM IST on 24.03.2023. However, such notification must not be construed as having agreed to commitment by the Bank to carry out the changes / modifications.

9. Acceptance of Terms

The Recipient will, by responding to this RFP document of the Bank, be deemed to have thoroughly read the whole RFP document and unconditionally accepted the terms and conditions as stated.

10. Costs Borne By the Respondents

The RFP document may be downloaded from the Bank's website www.unionbankofindia.co.in. Also it can be downloaded from the Government portal www.eprocure.gov.in.

All costs and expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses (whether in terms of time or money) incurred by the Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance of meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Respondent.

11. Integrity Pact (IP)

Bidders, only those who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering this pact would be the preliminary qualification. Any bid above Rs. 1.50 Crores not accompanied by Integrity Pact duly signed by the bidder along with the technical bid, shall be considered to be a non-responsive bid and shall be summarily rejected

IP shall cover all the phases of contract i.e., from the stage of Notice Inviting Tender (NIT) / Request for Proposal (RFP), till the conclusion of contract i.e., final payment or duration of warranty / guarantee. Format of IP (to be executed on a plain bond paper) is attached as Annexure XIII for strict compliance.

The Following Independent External monitors (IEMs) have been appointed by the Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

1. Dr. Meeran Chadha Borwankar, IPS (Retd.),
E-mail: mcborwankar@gmail.com
2. Smt. Bharathi Sivaswami Sihag, IAS (Retd.),
E-mail: bsihag@hotmail.com

12. RFP Response Terms

12.1. Lodgment of RFP Response

Eligible organizations while submitting response to RFP should be guided by time lines and procedure set out in clause 12.2 to 12.4 of Section - 1 as below.

12.2. RFP Closing Date

Bid should be submitted during office hours (10.00 AM to 5.00 PM) but **not later than 2:00 PM IST on 15/04/2023**. At any time prior to the deadline of submission of the bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP by amendment. Notification of such amendments will be posted on Bank's website www.unionbankofindia.co.in. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing the Bids, the Bank, at its discretion, may extend the deadline for a reasonable period and the same will be posted on the Bank's website.

12.3. Submission to Bank

- 12.3.1. The RFP response documents should be submitted in paper copies in a sealed cover in the following manner and the set should contain one copy each of the following:-
Containing Technical Bid documents (comprising of Annexure I, II, III, IV, V, VI, VII, VIII, IX, XI, XII, XIII and XIV with all the supporting documents and CD / Pen drive having soft copies) in original super scribed as **"TECHNICAL BID For Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis (ORIGINAL)"**. Demand draft for application money must be submitted in a separate cover marked "Application Money" favouring Union Bank of India, payable at Mumbai. No duplicate of Technical Bid is to **be submitted by the bidders**.

All the above documents should be put together in a separate envelope to constitute one set and super scribed as **"BID For Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis, on contractual basis"**.

BIDDER DETAILS should be provided on the main envelope including name, contact person, e-mail address and phone / fax numbers.

- 12.3.2. The proposal should be prepared in English in MS Word format. All correspondence will be in English. The Bid shall be typed in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall initial all pages of the Bids. Any inter-lineation, erasures or overwriting shall be valid only if they are having the initials by the person(s) signing the Bids. The Bank reserves the right to reject the Bids not conforming to the above.
- 12.3.3. The Bidder shall submit the proposals/Bid properly in a file so that the papers are not loose. All the pages of the proposals including documentary proofs should be numbered serially as “Page _____ (current page) of _____ (Total pages)” and be signed by authorized signatory under seal of the Institution / Organization. **This should be supplemented by soft copy of all the documents / certificates in a CD / Pen drive.** It should be noted that in case of any discrepancy in information submitted by the Bidder in hard-copy and soft-copy, the information given in the hard-copy shall be considered final.
- 12.3.4. Paper copies of RFP response as mentioned above must be submitted to the Bank by Speed Post / Courier / Registered AD or put in the drop-box named as “*RFP For Empanelment of Human Resource Consultants for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis*” by an authorized person appointed by the Respondent(s) at the following address before 15/04/2023; 2:00 PM mentioned as under:
- Mr. Ashish Kumar Gupta**
Asst. General Manager (HR-MPRD)
Union Bank of India
Central Office, Union Bank Bhavan, 8th Floor,
239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021
Telephone: 022-2289 6227/6240
- 12.3.5. The evaluation of the bids will be done as per the selection criteria specified under Section IV of this offer document. No communication will be sent to those who have not been shortlisted after technical evaluation.

12.4. Submission will be valid, if :

Copies of RFP response documents are submitted as per para 12.3, subject to para 12.6, on or before the aforementioned closing date specified in para 12.2 of this section. Submission by Fax transmission or e-mail is not allowed and will be considered invalid. The Bank will not be responsible for delay in postal / courier delivery.

12.5. RFP Validity Period

- RFP responses will remain valid and open for evaluation according to their terms for a period of at least 6 months from the date of opening of technical bid.
- The Bank shall also have the right at its sole and absolute discretion to continue the assignment/contract with the successful Bidders for future requirements after expiry

of current assignment period. Bank may solicit the Bidder's consent to an extension period of validity in this regard.

12.6. Requests for information

- Recipients are required to direct all communications for any clarification related to this RFP, to the Bank official as mentioned under sub clause 'e.' (i.e. 12.6.e.) below.
- All queries relating to the RFP, technical or otherwise, must be either in writing or by e-mail (Company's domain email) only and will be entertained by the Bank only in respect of the queries received up to the date specified in the time limits given in the Key Dates & Information i.e. 24/03/2023 by 5:00 PM IST, mentioned at the beginning of this document. Queries so raised should be in the format as given hereunder through email in **Word format & English language only**. The subject in the email should be mentioned as "RFP for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis- Query"

SL. No	Section No. in RFP	Page No. In RFP	Particulars as mentioned in RFP	Query
1.				
2.				

- The Bank will endeavor to reply, without any obligation in respect thereof, every reasonable query raised by the Respondents through the Bank's website and/or e-mail. However, the Bank will not be obliged to answer any communication initiated by the Respondents later than 24/03/2023 by 5:00 pm IST.
- Bank may, in its absolute discretion seek, but being under no obligation to seek, additional information or material from any Respondent after the RFP closes and all such information and material provided will be taken to form part of that Respondent's response.
- Respondents seeking clarifications, queries, questions, etc. should address it to the nominated point of contact as given below through e-mail or in writing:

Mr. Ashish Kumar Gupta
Asst. General Manager (HR-MPRD)
RFP Coordinator
Union Bank of India, Central Office,
Union Bank Bhavan, 8th floor,
239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021
Telephone: 022-22896227
E-Mail: 1. ashish.gupta4@unionbankofindia.bank
2. gpsingh@unionbankofindia.bank

- All responses/ replies to queries will be posted on the website of the Bank, i.e. www.unionbankofindia.co.in on 31/03/2023.

13. Formats of Bids

The Institute/Organization should use the formats prescribed by the Bank in submission of the RFP Response. The Bank reserves the right to ascertain information from the banks and other institutions to which the Firm have rendered their services for execution of similar assignments.

14. Notifications

Bank will either notify the shortlisted Bidders individually in writing or e-mail as soon as practicable, about the outcome of the RFP evaluation process or shall cause to publish / notify the names of the Bidders shortlisted on the basis of Technical Bid Evaluation and /or finally selected, in the Bank's website after completion of the entire evaluation process, as enumerated in this RFP. Bank is not obliged to provide any reasons for any such acceptance / non acceptance.

15. Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a disqualification.

16. Application Money

Application Money as mentioned in "Key Information on the RFP Response Submission" by way of Demand Draft/Bankers cheque favouring 'Union Bank of India', payable at Mumbai, which is non-refundable, must be submitted separately along with RFP response. The Bank may, at its discretion, reject any Firm where application money has not been furnished with the RFP response, except in such cases, where the Respondent has claimed exemption from payment of application money and submitted necessary proof backed by a Declaration to that effect.

Note: Bidders can, if they wish, depute one authorized representative (who should carry an authorization letter) to attend the bid opening process, on the stated time and place. No separate intimation will be given to the Bidders in this regard until it is changed by the Bank due to unforeseen/unavoidable reason.

SECTION - II

Eligibility Criteria

The competitive proposals will be evaluated by the Bank based on their competitiveness and suitability to the Bank's requirement

1. Respondents Eligibility Criteria:

- i. This RFP for empanelment of HR Consultant/s will be limited to the HR consultants who have the necessary experience, capability and expertise in the domain of recruitment of manpower for Junior, Middle and Senior management positions including domain experts
- ii. The applicant should have completed minimum of 5 assignments specific to recruitment of manpower for Senior management positions and/or Board members, over last 3 years for large organizations in BFSI Sector/PSU Organizations /Govt. with pan-India presence and with minimum employee base of 10,000.
- iii. The applicant should be a firm/company/body registered or incorporated in India. It can be a Government Organization/Public Sector Unit/Partnership Firm/Limited Liability Partnership (LLP)/Private Limited Company/ Public Limited Company. It should not be Individual/Proprietary Firm/HUF etc.
- iv. The applicant should have registered office in India and must be incorporated or registered under governing Indian laws and enactments.
- v. The applicant should be in existence for a minimum period of 5 years in India.
- vi. The applicants must have a minimum annual turnover of at least Rs.100 Cr for 3 out of last 4 consecutive financial years from Indian operations.
- vii. The Applicant should have earned net profit during at least 2 years out of the immediate previous three consecutive financial years (i.e. FY 2019-20, FY 2020-21 and FY 2021-22).
- viii. The bidder should not have been blacklisted or debarred by any Govt/PSU/ Statutory/ Regulatory Authority etc. He should furnish an undertaking to this effect on his letter head duly signed by authorized person of the bidder.
- ix. The Bidder's Organization should not be owned or controlled by any Director or Employee (or Relatives) of Union Bank of India, both present and those who have retired in the last one year.

Classification: Public

2. The Applicant is required to provide documentary evidence fulfilling the eligibility criteria on company's letter with supporting documents, may be duly signed by the authorized representative.
3. Interested Applicant, who are providing solution as briefly explained above and meeting the Eligibility Criteria may respond to this RFP. Applicant are required to provide duly authenticated supporting documents like work orders, details of its offices/ representatives at various locations, Audited balance sheets clearly indicating the revenue from line of business of providing recruitment solutions etc. The documents are required to be signed by the authorized signatory of the company with the company's seal.
4. The Applicant needs to comply with all the eligibility criteria mentioned above to be evaluated for Technical evaluation. Non-compliance to any of these criteria would result in outright rejection of the applicant's proposal. The Applicant should enclose proof in support of all eligibility criteria while submitting the Technical Proposal, failing which the Technical Proposal will not be considered for further evaluation. There is no restriction on the number of credentials an Applicant can provide, however all credentials should be appropriately bound, labelled and segregated in the respective areas. All the credentials of the applicant necessarily need to be relevant to the INDIAN market.
5. The bidders desirous of providing services to Union Bank of India are invited to submit their technical proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at the Bank's discretion.
6. This RFP is not an offer by the Union Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of Union Bank of India with the selected bidder
7. The Bank has the right to terminate the contract with the selected bidder at any time during the contract period by giving a written notice
8. The Bank may, at its own discretion relax one or more of the above conditions for the Applicants who have already provided similar services to another Public Sector Bank.
9. The Proposal of only those applicants who satisfy all the specified conditions will be considered for evaluation process.
10. To assist in the scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all Applicants for clarification on their proposal. The request for clarification and the response shall be in writing and no change in the substance of the proposal shall be sought, offered or permitted. MD & CEO/Executive Director/Chief General Manager (HR) of the Bank will be the final authority in case any interpretation of any clause of the RFP is required and his decision in this regard shall be final. The Bank reserves the right to:

Classification: Public

- a)** Ascertain information from the banks and other institutions to which the Applicant have rendered their services for execution of similar projects. Such feedbacks from high ranking officials would also form part of Empanelment and any strong adverse comment/ action about product or service would make the Applicant ineligible for further assessment/ processing.

- b)** Accept or reject any proposal in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the applicants to this document and bank will not entertain any correspondence in this regard. The Bank at its discretion may reject the proposal of the Applicant, without giving any reason whatsoever, if in the Bank's opinion the Applicant could not present or demonstrate the proposed solution as described in the proposal.

SECTION - III

SCOPE OF WORK

1. Project Objectives:

The Bank wishes to empanel set of Human Resource Consultants for recruiting quality specialist/domain experts at Junior, Middle and Senior management positions on contract basis in the Bank. The Bank requests proposals from renowned and experienced specialized consultants for undertaking the above assignment.

Bank, at its sole and absolute discretion, may choose to avail all services or part thereof. Such decision may be advised even during the course of the assignment. The areas covered under this tie-up arrangement are given in the project scope outlined below.

2. Broad Scope of the Project:

- 2.1** A description of the envisaged scope is enumerated in sub-paras below. However, Bank reserves its right to change the project/ assignment scope considering the size and variety of the requirements and the changing business conditions. Notwithstanding what is mentioned in sub-paras, the Empaneled Applicant/s will be required to facilitate Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in the Bank in full compliance of all existing Govt. / Statutory Authority guidelines, within a specified time frame.
- 2.2** The Empaneled Consultant/s will facilitate recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions including Domain Experts in the Bank as mandated by the Bank as per the specifications and for implementation of the same within the stipulated timeframes.
- 2.3** The Empaneled Consultant/s shall be required to undertake to perform all such tasks, render all such services as may be required for the successful completion of the entire assignment within the specified timeframe.
- 2.4** The Scope of work shall include preparation of job specification in coordination with Bank for various positions which Bank intends to hire, undertake compensation survey and finalize the compensation structure in consultation with Bank, preparation of advertisement for filling positions identified by the Bank and facilitation of advertising the same in leading print and digital media according to Bank's requirements.
- 2.5** Detailed job role/description of the identified vacancies will be prepared by the empaneled consultant on required qualifications, experience, desired skills along with compensation structure as per market standards after complete analysis of peer position.
- 2.6** Empaneled consultant shall identify suitable candidates based on their experience, skill sets, academic qualification for certain critical positions specified by the Bank, coordinating with them for their participation.

- 2.7 Screening of candidates & conducting interview by the Selection Committee constituted by Bank shall also be facilitated by the HR consultants.
- 2.8 The consultants shall also respond to relevant queries from applicants post which suitable candidates shall be short listed based on their experience, skill sets and academic qualification for positions identified by the Bank.

3. Responsibilities:

Discuss with the Bank's representative to find out the requirements to be fulfilled for recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contract basis in the Bank as per the requirements of the Bank and as and when need arises/ intimated by the Bank from time to time.

4. Detailed scope of project:

The detailed scope of this project shall include, but not limited to:

- i. Designing suitable job specification with thorough understanding of the job descriptions, in co-ordination with the Bank for various positions as per requirement.
- ii. Analyzing the market for compensation paid to peers in other organizations and finalize compensation structure in consultation with the Bank for the position, assistance in hiring is awarded.
- iii. Designing suitable recruitment advertisement targeted at the desired applicants and assist the Bank in advertising the vacancies, through popular channels.
- iv. Respond to the relevant queries from applicants, over phone/email, before the closing date.
- v. Co-ordination with the suitable candidates based on their qualifications and experience, for participation in the recruitment process
- vi. Compilation of the list of applicants clearly mentioning about their eligibility or otherwise and taking appropriate corrective actions, if necessary, within the stipulated period and prepare a list of eligible candidates.
- vii. Processing of the applications received and providing all the applications (soft and hard copies) to the Bank.
- viii. Shortlisting of applications for further screening in consultation with the Bank.
- ix. Ensuring complete coordination with the shortlisted candidates.
- x. Devising and conducting various screening process including Psychometric and suggesting the panel for composition of Selection Committee by the Bank.
- xi. Facilitate conduct of interview by the Selection Committee.
- xii. Perform 360-degree reference check and education qualification verification for the finalist candidate/s.
- xiii. Assisting the Bank in handling and preparing answers for any recruitment related queries received under RTI act as per the rules and regulations of as per the rules and regulations of Government guidelines and decision/ruling of various judicial bodies.

- xiv. Facilitate for medical test of all selected candidates, providing the medical fitness certificate to the Bank.

5. Deliverables:

- 5.1 The job description and job specification of the identified vacancies will be prepared by the selected HR Consultant/s
- 5.2 Recruitment advertisements for various vacancies in the Bank will be prepared by the selected HR Consultant/s in consultation with bank adhering to the reservation related guidelines of Government.
- 5.3 The selected bidder will survey the market for compensation to the peers in other organizations and suggest compensations structure for the position/s in the Bank
- 5.4 The expectation from the empaneled consultant is to source the right candidates and preparing the pool of likely candidates from their own sources and encouraging these people to apply.
- 5.5 Screening processes & conducting of interview by the Selection Committee constituted by Bank shall also be facilitated by the HR consultants.
- 5.6 The background verification covering educational and professional qualification verification.
- 5.7 Conducting and delivery of assessment report of Psychometric or any other test/s to judge the competency of the candidates
- 5.8 The selected HR Consultant will have to ensure that publication of results of the recruitment process should be in the prescribed format duly signed by the Competent Authority and conforming to the reservation related guidelines of Government of India/ any other guidelines of RBI/GOI/IBA
- 5.9 360-degree reference check and education qualification verification on the finalist candidate/s.
- 5.10 End to end process from identification of the vacancies by the bank to selection and joining of the candidate within a specified time frame.

SECTION - IV

TECHNICAL PROPOSAL EVALUATION

1. Evaluation process:

The proposals will be evaluated by the bank based on their competitiveness and suitability to Bank's requirement.

2. Technical Bid Evaluation Criteria:

Technical Bids received within the prescribed date and time will be opened in the presence of the authorized representatives of the firms bidding who choose to attend the opening of the offer on the date and time specified in this RFP document. The Authorized representative of the firm present for the opening should have photo identification and shall sign in the register of attendance. The representative has to submit an authority letter duly signed by the Firm, authorizing him to represent and attend the technical bid opening on behalf of the firm.

The basis/parameters for technical evaluation are as under

SN	Particulars	Weightage
1	Understanding of the domain of Public Sector Banks in India. Understanding of the current and future leadership challenges faced by Public Sector Banks in India in an increasingly competitive marketplace	10%
2	Number of projects ongoing/completed by bidder where end-to-end recruitment services have been provided for Senior management and/or Board members, only projects in India BFSI sector, Govt. of India organizations, PSU organizations with employee count > 10,000	20%
3	Number of projects ongoing/completed by bidder where end-to-end recruitment services have been provided for junior and middle management, only projects in India BFSI sector, Govt. of India organizations, PSU organizations (employee count > 10,000)	10%
4	Experience of the bidder in providing end-to-end recruitment services in Junior, Middle & Senior management levels, including Domain Experts, in organizations	15%
5	Experience and profile of key personal of the team - who will be deployed for the exercise, Given importance of activity for Union Bank of India, the team working on this should have handled these assignments directly as part of previous experience	15%
6	Number of years of existence in India, employee strength in India and presence in multiple locations across India	10%
7	Methodology and approach adopted by the consultant while undertaking the assignment for which Invitation Document is issued/customized to Bank's requirement in India (Based on presentation)	20%
	TOTAL	100

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NB: Information provided by the applicant as mentioned in the table above should be submitted with supporting documents like work orders/ certificates strictly on client's letter head. Any other form of submission will be summarily rejected. For Sr. No. 4, Bidders are requested to furnish number of professionals/ dedicated staff undertaking end-to-end recruitment services on declaration basis excluding clerical and admin support.

Applicants scoring less than 75 marks (cut-off score) out of 100 marks in the technical evaluation, shall not be considered for further evaluation process and will not be considered as technically qualified.

3. Commercial quote:

The commercial quotes are not required to be submitted at the time of Technical proposal submission by the Applicants.

However, commercial quotations will be invited by the Bank only from the empaneled HR Consultant/s during the contract period based on Bank's requirements in hiring resources and the HR Consultant quoting the lowest bid will be awarded the said recruitment project. When called for, the commercial quotes should invariably be in Indian Rupee (INR).

4. Performance Bank Guarantee by Successful Bidder:

The successful Bidder will submit the Performance Bank Guarantee as given below.

The successful Bidder shall participate in the process of Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions including Domain Experts on contractual basis and shall be required to give an unconditional and irrevocable Performance Bank Guarantee equal to 3% of the final contract amount or as per the guidelines in vogue at the time of awarding contract to the Bank from a Public Sector Bank in India/leading private sector banks (other than Union Bank of India) towards due performance of the contract in accordance with the specifications, terms and conditions of the RFP document. The Performance Bank Guarantee shall have Claim period of 60 days beyond the contract period. The BG may need to be extended depending on extension of the allotted project.

5. Other Terms:

Bank reserves the right to accept or reject any application/proposal without assigning any reason thereof. In case of doubt, decisions of the selection committee shall be final.

Payment to the Selected Consultant will be done within 30 days of submission of undisputed bills, subject to billings as per the accepted terms of the work order on completion of work and satisfactory performance as certified by the Bank's authority.

It may be noted that the Bank shall not pay any amount/expenses / charges / fees/ travelling expenses / boarding expenses / lodging expenses / conveyance expenses /

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out of pocket expenses etc. other than the fees as per the final price of the successful applicant at the time of Commercial bidding.

6. Duration of Empanelment :

Post the evaluation process, the successful applicants will be empaneled/selected for a period of 3 years during which Bank may, at its discretion, issue a work order with the Empaneled/Selected Applicant/s for recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in the Bank.

SECTION - V

Terms and Conditions

1. General:

1.1 General Terms

The Applicants who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

1.2 Rules for Responding to this RFP

- i. All responses received after the due date/time as mentioned in "Key Information on the RFP Submission" would be considered late and would be liable to be rejected.
- ii. All responses should be in English language. All responses by the Organization to this RFP shall be binding on such Organization for a period of 6 months after opening of the responses.
- iii. All RFP responses would be deemed to be irrevocable offers/proposals from the Organizations and may be accepted by the Bank to form part of final contract between the Bank and the selected Organization. Unsigned responses would be treated as incomplete and are liable to be rejected.
- iv. The responses once submitted cannot be withdrawn/ modified after the last date for submission of the responses unless specifically permitted by the Bank. In case, due to unavoidable circumstances, the Bank does not award the contract within 120 days from the last date of the submission of the responses, and there is a possibility to award the same within a short duration, the Organization would have the choice to withdraw the response.
- v. The Organization may modify or withdraw its offer after submission, provided that, the Bank prior to the closing date and time receives a written notice of the modification or withdrawal prescribed for submission of offers. No offer can be modified or withdrawn by the Organization subsequent to the closing date and time for submission of the offers.
- vi. It is mandatory to submit duly filled in details in the formats provided along with this document. The Bank reserves the right not to allow/ permit changes in the technical requirements and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- vii. In case of discrepancy in soft copy and hard copy of the responses, the Organization agree that Bank will consider hard copy as final and it will be binding on the Organization. The Bank in this case may also reject the offer outright.

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- viii. The Organization at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions and other schedules as mentioned in the RFP circulated by the Bank. The Organization shall be fully responsible for deviations to the terms & conditions etc. as proposed in the RFP.

2. Others

- i. Responses to this RFP should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. The Bank reserves the right to withdraw, cancel or postpone the RFP and subsequent process at any stage, without assigning any reason.
- ii. Failure of the Bank to select an Organization shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all responses in part or in full, without assigning any reason whatsoever.
- iii. By submitting a proposal/response to the RFP, the Bidder agrees to promptly enter into the contract/agreement with the Bank for any work awarded to the said Bidder. Failure on the part of the selected consultant to execute a valid contract with the Bank will relieve the Bank of any obligation to the selected consultant, and a different empanelled Consultant may be selected based on the selection process.
- iv. The terms and conditions as specified in the RFP and addendums/corrigendum (if any which will be notified on the Bank's corporate website www.unionbankofindia.co.in) thereafter are final and binding on the Bidders. In the event that the Bidder is not willing to accept the terms and conditions of the Bank, the Bidder may be disqualified. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly accepted by the Bank in writing.
- v. The selected consultant must strictly adhere to the delivery dates or lead times identified/ specified in their proposal and as agreed by the Bank. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the selected consultant's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the selected Consultant's inability to meet the specified delivery dates or any other reasons attributing to the said selected Consultant then that Consultant will be responsible for any re-procurement costs suffered by the Bank.
- vi. The Organization represents that the RFP Response to be submitted shall meet the proposed RFP requirement. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of

the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Organization at no additional cost to the Bank.

- vii. The Organization also acknowledges that the Bank relies on this statement of fact; therefore, neither accepting responsibility for, nor relieving the Organization of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Organization to fulfil all the terms and conditions of this RFP. The modifications, which are accepted by the Bank, shall form a part of the final contract.
- viii. All terms and conditions, time frame for expected service levels as per this RFP will remain unchanged unless explicitly communicated by the Bank in writing to the Organization. The Bank shall not be responsible for any judgments made by the Organization with respect to any aspect of the Service. The Organization shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this RFP.

The Bank and the Organization covenants and represents to the other Party the following:

- a) It is duly incorporated, valid, existing and in good standing under or as per the laws of the state in which such Party is incorporated.
- b) It has the corporate power and authority to enter into Agreements and perform its obligations thereunder. The execution, delivery and performance of terms and conditions under Agreements by such Party and the performance of its obligations there under are duly authorized and approved by all necessary action and no other action on the part of such Party is necessary to authorize the execution, delivery and performance under an Agreement.

The execution, delivery and performance under an Agreement by such Party:

- a) Will not violate or contravene any provision of its documents of incorporation;
- b) Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
- c) Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;

- d) To the best of its knowledge, after reasonable investigation, no representation or warranty by such Party in the Agreement, and no document furnished or to be furnished to the other Party to the Agreement, or in connection herewith or with the transactions contemplated hereby, contains or will contain any untrue or misleading statement or omits or will omit any fact necessary to make the statements contained herein or therein, in light of the circumstances under which made, not misleading. There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, should have come to the attention of such Party and which have not been disclosed herein or in a schedule hereto, having a direct impact on the transactions contemplated hereunder.

The Organization shall undertake to provide adequate and appropriate human as well as other resources required, to execute the various tasks assigned as part of the assignment, from time to time.

The Bank would not assume any expenses incurred by the Organization in preparation of the response to this RFP and also would not return the proposal documents to the Organizations.

The Bank will not bear any cost incurred by the Organization for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

3. Other RFP Requirements

This RFP may undergo change by either additions or deletions or modifications before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions including eligibility criteria of the RFP and its subsequent addendums/corrigendum as it deems necessary at its sole discretion. The Bank will inform all Organizations about changes, if any, by publishing the same on the Bank's website www.unionbankofindia.co.in and the Government portal www.eprocure.gov.in.

The Bank may revise any part of the RFP, by providing a written addendum/ corrigendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this RFP at any time before the award date. The addendums/ corrigendum, if any, shall be published on the Bank's website and the Government portal www.eprocure.gov.in only. The Bank reserves the right to extend the dates for submission of responses to this document.

Organizations shall have the opportunity to clarify doubts pertaining to the RFP in order to clarify any issues they may have, prior to finalizing their responses. All questions are to be submitted to the RFP coordinator mentioned in "Key Information on the RFP Submission", and should be received by the nominated point of contact in writing through email before the scheduled date as indicated in the schedule of timeframe. Responses to inquiries and any other corrections and amendments will be published on Bank's

website and the Government portal in the form of addendum/corrigendum to the RFP or through electronic mail; the preference for distribution would be with the Bank. The Organization, who posed the question, will remain anonymous.

Preliminary Scrutiny - The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all Organizations and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

Clarification of Offers - To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Organizations for clarification of their offer. The Bank has the right to disqualify the Organization whose clarification is found not suitable.

Erasures & Alterations - All the corrections or alterations in the offer document, if any, should be authenticated.

There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up containing correct technical information of the services being offered. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable to the Bank. Offers not adhering to these guidelines may not be considered by the Bank.

Right to Alter Scope - The Bank reserves the right to alter the requirements specified during the RFP stage. The Bank also reserves the right to add/ modify/ delete one or more specifications related to eligibility or technical requirements for the purpose of this RFP.

If the Bank is not satisfied with the specifications in the Proposal vis-à-vis as specified in the RFP and observes major deviations, the proposals of such Respondents will not be short-listed for further evaluation. No further discussions shall be entertained with such Respondents in respect of the proposal submission.

4. Contract Commitment

The Bank intends that the contract commitment, which is contemplated herein with the successful Bidders, shall be for a period as defined by the Bank as per the specifications contained in this RFP.

5. Conflict of Interest

Bank requires that bidders provide professional, objective and impartial advice and at all times hold Bank's interests paramount, strictly avoid conflicts with other

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Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

5.1. Without limitation on the generality of the foregoing, a bidder, and any of its affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:

- a) **Conflicting Assignment/ Job:** A bidder (including its Personnel) or any of its affiliates shall not be hired for any Assignment/ Job that, by its nature, may be in conflict with another Assignment/ Job of the Partner / its personnel to be executed for the same and/or for another Entity / Employer during the currency of the assignment.
- b) **Conflicting Relationships :** A bidder (including its Personnel) that has a material business or close family relationship with a member of Bank's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment/job, (ii) the selection process for such Assignment/job, or (iii) supervision of the Contract, shall not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Bank throughout the selection process and the execution of the Contract. The respondent to RFP is expected to provide complete details of Bank staff associated with the Partner in any manner whatsoever. In case the information is Nil, explicit mention should be made in this regard.

5.2 Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or removal from the panel of HR Consultants formed pursuant to this RFP or the termination of its Contract during execution of a future assignment.

6. Dispute Resolution

If a dispute, controversy or claim arises out of or relates to the contract that may be awarded to the selected consultant, or breach, termination or invalidity thereof, and if such dispute, controversy or claim cannot be settled and resolved by the Parties through discussion and negotiation, then the Parties shall refer such dispute to sole Arbitrator appointed by mutual consent.

The arbitration proceedings shall be conducted in English and a written order shall be prepared. The venue of the arbitration shall be Mumbai. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996. The decision of the Arbitrator shall be final and binding upon the Parties, provided that each Party shall at all times be entitled to obtain equitable, injunctive or similar relief from any court

having jurisdiction in order to protect its intellectual property and confidential information.

7. Governing Laws:

This RFP and the subsequent Empanelment Agreement/Work Order or any Agreement of similar nature shall be governed and construed and enforced in accordance with the laws of India and both, the Bank and the Empaneled Applicants, shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this RFP and subsequent Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

8. Notices and other Communication

If a notice has to be sent to either of the parties following the signing of an Agreement, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or a reputed courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other party at the addresses, email and fax number given in such Agreement.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

9. Force Majeure

The selected applicant shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the Work Order/ Empanelment Agreement is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the either party to the Work Order/ Empanelment Agreement and not involving the selected applicant's fault or negligence and not foreseeable. Such events may include but are not restricted to events such as a war, strike, riot, crime, or an act of God/Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the Work Order/ Empanelment Agreement.

If a Force Majeure situation arises, the applicant shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Applicant shall continue to perform the

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obligations under the Work Order/ Empanelment Agreement as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

10. Assignment

The selected Bidder agrees that the bidder shall not be entitled to assign any or all of its rights and or obligations under this RFP and subsequent Agreement, to any entity including the firm's affiliate, without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP along with the subsequent Addendums/ Corrigendum's published shall be considered to be assigned to the new entity and such an act shall not affect the rights of the selected Bidder under this RFP.

11. Waiver

No failure or delay on the part of either party relating to the exercise of any right power, privilege or remedy provided under this RFP document or subsequent agreement with the other party shall operate as a waiver of such right, power, privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right, power, privilege or remedy preclude any other or further exercise of such or any other right, power privilege or remedy provided in this RFP document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at Law or in equity.

12. Termination

- i. Bank shall have the option to terminate / cancel this RFP at any stage without any prior notice.
- ii. The Bank, without prejudice to any other remedy for breach of Work Order, by written notice of default sent to the selected consultant, may terminate the Work Order in whole or in part, if the selected consultant fails to perform any obligation(s) under the Work Order/ Empanelment Agreement.
- iii. In the event of the Bank terminating the Work Order/ Empanelment Agreement in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the selected bidder shall be liable to the Bank for any excess costs for such similar services.
- iv. In the event of termination of the Work Order/ Empanelment Agreement due to any cause whatsoever, (whether consequent to the stipulated term of the Work Order/ Empanelment Agreement or otherwise), Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Selected Consultant shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Applicant to take over the obligations of the erstwhile Applicant in relation

to the execution/continued execution of the scope of the Work Order/ Empanelment Agreement.

- v. Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies arising out of this RFP and including the future assignment that may be awarded pursuant thereto, that maybe available to Bank under law or otherwise.
- vi. The termination of the empanelment shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Work Order/ Empanelment Agreement that are expressly or by implication intended to come into or continue in force on or after such termination unless specifically and unequivocally conveyed in writing to the other party.
- vii. Bank may terminate the Empanelment Agreement in full or in parts by giving a written notice of 30 days to the other party against acknowledgement. Similarly, Bank may terminate the Work Order, issued to the selected consultant in full or in parts by giving a written notice of 7 days to such selected consultant against acknowledgement.
- viii. The selected consultant may terminate the Empanelment Agreement for convenience by giving a written notice of 30 days to the Bank against acknowledgement. In such event the Consultant shall make full endeavor for a smooth transition/provide all support to the new Consultant and/or other party so as to ensure continuity in services and minimum disruption.

13. Publicity

Any publicity by the selected Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

14. Solicitation of Employees

The selected Bidder, during the term of the contract, shall not, without the express written consent of the Bank, directly or indirectly:

- a) Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity by the Bank in rendering services in relation to the contract; or
- b) Induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

15. Compliance with Laws

The selected Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all the prevailing laws in force or as are or as made applicable in future, pertaining to or applicable to it, its business, its employees or its obligations towards them and all purposes of this RFP and shall indemnify, keep indemnified, hold

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harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. Compliance with all applicable laws shall be limited to laws which are directly/ indirectly affecting Bank's business due to the services provided as part of this RFP. However statutory compliance for providing the service mentioned in the RFP needs to be carried out by the selected Bidder.

The selected Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, the Government Regulation/Guidelines and shall keep the same valid and in force during the term of this RFP as well as the Assignment awarded in accordance with this RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives /agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the selected Bidder.

The selected Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.

16. Order Cancellation

- i. Any Agreement pursuant to this RFP shall be deemed to have been terminated by Union Bank of India one day prior to the happening of the following events of default:
 - The Successful/ Selected Bidder becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
 - A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the Successful/ Selected Bidder and such appointment continues for a period of twenty one (21) days;
 - The Successful/ Selected Bidder is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing between the parties; or
 - The Successful/ Selected Bidder becomes the subject of a court order for its winding up.

- ii. Further the Union Bank of India reserves the right to cancel the Work Order of the Empaneled Applicant issued consequent to and in accordance with this RFP and recover expenditure incurred by the Bank in the event of occurrence of any of the defaults and the same is not rectified within 7 days from the date of receipt of intimation from the Bank with respect of occurrence of such default in case of:
- The Empaneled Applicant commits a breach of any of the terms and conditions of the Work Order.
 - The progress regarding execution of the Work Order, made by the Empaneled Applicant is found to be unsatisfactory.
 - The Bank reserves its right to cancel the order if discrepancies/ violations are observed in the various reports provided to the Bank as per scope of work.
- iii. After the award of the Work Order, if the Empaneled Applicant does not perform satisfactorily or delays execution of the Work Order, the Bank reserves the right to get the balance Work Order executed by another party of its choice by giving seven days' notice for the same. In such event, the Empaneled Applicant is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the Work Order. This clause is applicable, if for any reason, the Work Order is cancelled.
- iv. **PART EXIT CLAUSE:** Bank may, at any time, terminate or exit from an agreement arising from and consequent to this RFP, for all/some specific services by giving written notice of one month to the selected Applicant. Bank may choose to utilize its own expertise/use any other service provider with better value proposition for customers or engage an Applicant identified by the Government/Regulatory/other statutory body to provide all/select services depending upon the nature of technical independence of the services on the proposed solution and thus fully/partly exit from the arrangement. In such cases, the amount due for the service for subsequent period would not be payable.

The Bank's decision with respect to the above mentioned scenarios shall be final, conclusive and binding upon the selected Applicant.

17. Indemnity

The selected consultant shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, damages, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- The Bank's authorized/ bona fide use of the Deliverables and /or the Services provided by the selected consultant under this RFP; and/or
- An act or omission of the selected consultant and/or its employees, in performance of the obligations under this RFP; and/or

Classification: Public

- Claims made by employees who are deployed by the selected consultant, against the Bank; and/or
- Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the selected consultant to its employees; and/or
- Breach of any of the term of this RFP and/or an agreement consequent to this RFP; or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the selected consultant under this RFP; and/or
- Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- Breach of confidentiality obligations of the selected consultant contained in this RFP and/or an agreement consequent to this RFP; and/or
- Negligence or misconduct attributable to the selected consultant or its employees.

Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the selected consultant.

In the event of the successful Consultant not fulfilling its obligations under this clause as contained in the Agreement arising from and consequent to this RFP, within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the vendor under such assignment.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

18. Corrupt and Fraudulent Practices

As per the Government directives, it is required that selected Bidders/ Applicants/ Organisations observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among applicants (prior to or after bid submission for an assignment) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the selected Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Classification: Public

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time as per the Bank's discretion, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

19. Violation of Terms

The Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the selected Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation, a right for recovery of any amounts and related costs and a right for damages.

20. Authorized Signatory

The Empaneled Applicant shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the Work Order. The Empaneled Applicant shall submit at the time of signing the Work Order, a certified copy of the resolution of their Board, authenticated by the Company Secretary/Director, authorizing an official or officials of the Company or a Power of Attorney copy to discuss, sign agreements/ Work Order with the Bank. The applicant shall furnish proof of signature identification for above purposes as required by the Bank.

21. Execution of a Service-Level Agreement/Non-Disclosure Agreement

The successful consultant shall execute (a) a Service Level Agreement (SLA)/Memorandum of Understanding (MOU), or Empanelment Agreement, as the case may be which would include all the services and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the Bank; and (b) Non-Disclosure Agreement (NDA). The selected Consultant will also be required to submit performance security in form of a Performance Bank Guarantee equal to 3% of the final contract value or as per the guidelines in vogue at the time of awarding contract. Execution of the aforementioned documents and submission of performance security shall be complied within 7 days from the date of acceptance of Letter of Appointment or Work Order, as the case may be. The costs and expenditure should be borne by the Applicant. The Empaneled Agreement/ Work Order shall be executed by the authorized signatory of the successful Applicant.

22. Right to Reject Proposals

The Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter.

Proposals received from Respondents are liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not properly or duly signed.
- It is received only through email / fax.
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the place mentioned in the RFP.

23. No Liability

All employees engaged by the empaneled consultant shall be in sole employment of the empaneled consultant and the consultant shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances shall Union Bank of India be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.

Union Bank of India shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied or deployed by the empaneled consultant as part of any assignment under this RFP.

Under no circumstances Union Bank of India shall be liable to the empaneled consultant for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UNION BANK OF INDIA has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement.

24. Substitution of Project Team Members

The bid should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc. as a part of the response to this RFP as well as any assignment that may be awarded consequent to this RFP.

During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Consultant can do so only with the concurrence of the Bank by providing alternate staff of same level of qualifications and expertise. The Bank reserves the right to insist the Consultant to replace any team member with another (with the qualifications and

Classification: Public

expertise as required by the Bank) during the course of assignment. The Consultant will have to undertake that no such substitution would delay the project timelines.

25. Adherence to Standards

The Applicant should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities. It should also ensure that it has complied with all required legal compliances and it also has the necessary permission and licenses to do the job as consultant, valid through the term of this RFP.

The Applicant should provide professional, objective and impartial advice at all times and hold the Bank's interest paramount and should observe the highest standard of ethics while executing the assignment.

The applicant will be responsible for the authenticity and genuineness of the work undertaken and will be liable for breach of contract if discrepancies/violations are observed.

If the Empaneled Applicant fails to complete the due performance in accordance with the terms and conditions of the Work Order, the Bank reserves the right either to cancel the Work Order or to accept performance already made by the Empaneled Applicant.

It is the responsibility of the Empaneled Applicant to prove that the delay is attributable to the Bank and Force Majeure. The Empaneled Applicant shall submit the proof authenticated by the Applicant and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.

- The Bidder shall perform its obligations under the agreement entered into with the Bank, consequent to this RFP, in a professional manner.
- If any act or failure by the Bidder under such agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property
- If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right to cancel the order

26. Audit/ Inspection for Reports

The Bank reserves the right to conduct an audit/ ongoing audit of the services provided by the Bidder. The Bidder should allow the Reserve Bank of India (RBI) or persons authorized by it or any audit agency/personnel identified by the Bank to access the Bank's documents, records or transaction or any other information given to, stored or processed by the Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the RBI/Bank.

The Bidder should allow them to conduct audits or inspection of its books and account with regard to the Bank by one or more officials or employees or other persons duly authorized by Bank.

The Bank would undertake to carry out security audit, vulnerability assessment, usability audit etc. by in - house team, third party independent auditors or reputed management Knowledge Partner at specified intervals with prior information to the successful Bidder. The Bidder is required to provide unconditional and complete support to carry out the audit and arrange for rectification/updation of the findings at no cost to the Bank.

The external and internal auditors of the Bank will be given right to review internal controls of the Bidder. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the Bank.

Union Bank of India reserves the right to:

- Reject any and all responses received in response to the RFP
- Waive off or Change any formalities, irregularities or inconsistencies in proposal format delivery
- Extend the time for submission of all proposals
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality)
- Select multiple bidder for Empanelment if the Bank deems fit.
- Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
- Share the information/ clarifications provided in response to RFP by any bidder, with any other bidder(s) /others, in any form.
- Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
- Change the time schedule of the RFP for inviting the bids or evaluation thereof
- Modify the requirements or any specifications related to eligibility or technicalities.
- No obligation to accept the lowest or any other offer received in response to the RFP and shall be entitled to reject any or all of the offers. Bank has full rights to reissue the tender / bid for any reasons felt necessary by the Bank.
- Cancel any of the ongoing and incomplete assignments/ work order for any reason felt necessary by the Bank, but without the obligation to assign any reasons therefor.
- Select multiple Bidders for carrying out a single and/or similar assignment.

The Bank's decision in all the above matters shall be final, conclusive and binding upon the Bidder.

Annexure I

Letter of Authorization for Submission of Response

To,

The RFP Co-ordinator - Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis

Dear Sir,

SUB: Authorization Letter for submitting RFP proposal documents.

REF: Your RFP: HRD/REC/2082/2023 dated 18th March 2023

This has reference to your above RFP for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India.

Mr./Ms. is hereby authorized to submit the response documents, to submit sealed response, and to sign any documents pertaining to the RFP on behalf of our organization for all the services required by the Bank as called for vide the Bank's RFP as referred to above, on behalf of our organization. He/ She is also authorized to take decisions on behalf of the company till the RFP process is completed.

We agree to abide by this tender offer till 6 months from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period. Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's Notification of Award, shall constitute a binding contract between us.

Certified photocopy of Power of Attorney (POA) of the person authorizing such person is duly submitted. We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods/services offered for supply by the Organization against this RFP.

The specimen signature is attested below:

Specimen signature of the Representative

Signature of the Authorizing Authority

Name of the Authorizing Authority (Certified Xerox copy of POA of authorized Signatory/authority is to be submitted)

Note: This letter of authority should be on the letterhead of the Respondent on whose behalf the proposal is submitted and should be signed by a competent authority/person or the person having the power of attorney to bind the principal. It should be included by the Organization in its proposal.

Annexure II

RFP Response Covering Letter

Date:

To,

The RFP Co-ordinator - Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India.

SUB: Response to RFP

REF: Your RFP: HRD/REC/2082/2023 dated 18th March 2023

Empanelment of Human Resource Consultants for recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India

Having examined and understood the instructions including all Annexures, Terms & Conditions forming part of the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the services in conformity with the said RFP.

We also submit required information along with documentary evidence in following format:

SN	Parameter	Response - Specify wherever relevant
1	Name of the Company and nature of business	
2	Holding company or Parent Company (if any)	
3	Company address	
4	Details of Ownership	
5	Name of the Parent Company (if any)	
6	Year of commencement of business	Global
		India
7	Total number of staff	Global
		India
8	Number of years of experience as HR consultant	
9	Total number of projects ongoing/completed in the following: i. Detailed compensation market analysis and finalization of compensation structure ii. Preparation of detailed job roles/description of vacancies iii. Identification & screening of candidates including conduction of psychometric tests iv. Background verification including educational and professional qualification verification	

Classification: Public

SN	Parameter	Response - Specify wherever relevant	
10	Number of Public sector banks, Pvt Sector Banks and Financial institutions with whom long term transformation assignments have been undertaken (duration >= 6 months)		
11	Of Sl. 10 above, number of public sector banks with whom long term Recruitment assignments undertaken		
12	Names of all the Directors (Applicant can add more records, if required)	1.	
		2.	
		3.	
13	Name of the key person with contact details		
	Annual Turnover and Net Profit (in INR)	Annual Turnover	Net profit
	Year 2017-18		
	Year 2018-19		
	Year 2019-20		
	Year 2020-21		
	Year 2021-22		

We hereby undertake to participate in the RFP process and will provide our services as Empaneled Applicant if selected, as per the Work Order/Empanelment Agreement signed by the successful Applicants with the Bank.

We confirm that we have not made any changes in the templates provided by the Bank as part of the RFP process, except for filling in appropriate columns.

We confirm that our Organization has not been black listed/ debarred by any Government or Regulatory bodies in India and overseas.

We confirm that our Organization does not have any pecuniary liability nor any judicial proceedings or any restraint restricting us in fulfilling the services.

We also confirm that the offer shall remain valid for 6 months from the date of the offer.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reasons whatsoever.

Signature of the Authorized Signatory
Name:
Designation:
Name of the Organization:
Address:

Note: Supporting documents like Certificate of Commencement of Institute / Organization, Balance sheets and financial statement (Audited if applicable), certificate of registration from competent authority, ITR, previous assignments etc. duly signed by the competent authority should be attached with the proposal.

Annexure-III

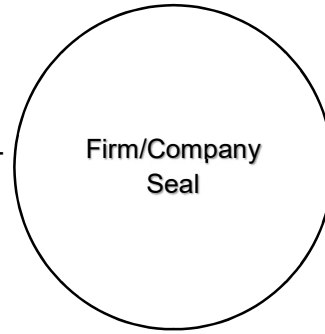
Certificate for RFP Cost Waiver for MSME/NSIC Firms/companies
(in Letter head of Chartered Accountant)

Date:

This is to certify that M/s. _____, having registered office at _____ has made an original investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2022. Further we certify that the Company is classified under MSME as per MSME Act 2006. We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant
Firm/Company Name
Signature
Name
Reg.No.
VID No.

-----XXXXX-----



Annexure IV

Projects/Program Dropped without Completion

Use the format below to provide information about programs for which Organization was legally contracted for carrying out consulting assignment and which were dropped without completion. Please mention more than one assignment under the same client, if required. (Use separate sheet for each client)

1	Name of the client/description of the client:	
2	Description of the assignment:	
3	Duration of the assignment (in months) as per the agreement:	
4	Start date:	
5	End date/Date on which the project/program was dropped:	
6	Contact details of the client	
7	Reasons for non-completion / dropping	
8	Any other relevant information	

Signature:

Name:

Designation:

Date:

Seal of the Institute / Organization:

Annexure V

Key Personnel details

Key personnel details to be provided to Union Bank of India with relevant educational background, qualifying experience and credentials for the duration of project should be detailed in the format given below.

SN	Name of the personnel	Educational Qualification & Certification	Previous BFSI Organizations where team member was associated	Duration of team member association	No. of years of Experience
1					
2					
3					

Signature:

Name:

Designation:

Date:

Annexure VI

Detailed Technical Proposal- Capability, Approach, Methodology and Work Plan

Applicants are requested to present the technical proposal with their approach, methodology in the form of brief write up under following sections:

1. Experience & Capability

Brief information on the Applicant's organizational set-up, size, and experience in Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions including Domain Experts on contractual basis, expertise in the proposed work. Details of similar type of work undertaken for Indian Public Sector Banks/Private Sector Banks/Financial Institutions. Applicant's international set-up and experience if any.

2. Understanding of Scope of work

Details of Applicant's perception of the nature and scope of and key issues related to scope of work involved, implementation of efficient tool for execution of strategy.

3. Approach, Methodology and Work-plan

This should include details of overall approach to the areas listed in the RFP along with specific potential proposals / solution on each of these areas, covering the conceptualization, design and implementation stages. Submission should clearly articulate the deliverables at each stage of the work with key milestones. The Applicant should also explain why the methodology adopted is consistent with the objective of the programme, and the specific objectives outlined for each pillar of the assignment.

4. Key Personnel Composition

This chapter should contain details of the key personnel composition, key executives proposed for the project. Applicant should also contain the details of key experts and technical staff responsible for each assignment.

Signature:

Name:

Designation:

Date:

Annexure VII

Undertaking

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

The RFP Co-ordinator - Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India

Union Bank of India, (City) _____

Madam/Sir,

Sub: RFP for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India

Having examined the RFPs including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to undertake Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India in full conformity with the said tender document and in accordance with our proposal.

1. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the RFP.
2. We enclose an application money for Rs.10,000/- (Rupees Ten Thousand only) in the form of Demand Draft in favour of Union Bank of India, payable at Mumbai (Non-refundable).

Or

We enclose the Declaration together with proof for exemption from payment of Application Money.

3. We confirm that this offer is valid and open for evaluation according to their terms and conditions for a period of (6) months from the last date for submission of tender document to the Bank.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We have never been barred/black-listed by any regulatory /statutory authority in India or abroad.
6. We undertake that in competing for and if the award is made to us, in executing the subject contract, we shall strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format.

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8. We hereby covenant, warrant and confirm that the soft-copies of the proposal submitted by us in response to the RFP and the related addendums/ corrigendum and other documents including the changes made to the original RFP issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Dated this.....by2023

Yours sincerely,

Signature of the Authorized Signatory

Name:

Designation:

Name of the Firm:

Address:

Annexure VIII

Conformity Letter

(This letter should be on the letterhead of the Respondent duly signed by the authorized signatory)

To,

The RFP Co-ordinator - Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India

Union Bank of India, (City) _____

Madam/Sir,

Sub: RFP for Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis in Union Bank of India

Further to our proposal dated, in response to the Request for Proposal (REF: HRD/REC/2082/2023 dated 18th March 2023 hereinafter referred to as "RFP") issued by Union Bank of India ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums/ corrigendum and other documents including the changes made to the original RFP issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours sincerely,

Signature of the Authorized Signatory

Name:

Designation:

Name of the Organization:

Address:

Annexure IX

Credentials

The expertise of the organization in recruitment of specialist/domain experts at Junior, middle and senior Management positions, in other organizations should be exhibited in detail. The Credentials should be arranged as below:

Sl. No.	Name of Organization along with the industry and country where the intervention was undertaken	Scope of the Assignment	Duration of the Assignment	Project Team
1				
2				

All Credentials should be backed by references, which must include the following details:

- Contact Person's Name
- Name of Organization and Designation
- E-mail Address
- Mobile Number

The Bank reserves the right to approach the references for further background checks.

Annexure X

Format for RFP Queries

S. No	Reference clause	Reference page	Query

Annexure XI

Confidentiality / Non-Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of _ 2023, and shall be deemed to have become in full force and effect from (the “Effective Date”).

BY and between M/s. _____ an Institute/Organization/company incorporated under the provisions of the Companies Act, _____ in force in India, having its registered office at _____ (hereinafter referred to as “-----” or “Consultant” which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its successors and permitted assigns) of the ONE PART

AND

Union Bank of India, a body corporate constituted under Section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021 (hereinafter referred to as “Union Bank” or “Bank” which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

----- and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”.

In this Agreement, “Affiliate” means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where “Control” means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

W H E R E A S:-

- i. Consultant inter-alia is engaged in the business of providing leadership development, solutions & services to various business entities in India & abroad.
- ii. Union Bank has agreed to disclose, transmit, receive, and/or exchange certain “confidential information” to cover the business transaction between parties for the provision of services related to “..... ” (“the Purpose”) as more particularly described in Principal Agreement dated _____, entered into by the Parties.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement “Confidential Information” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party

Classification: Public

(the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

- I. Disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, Consultant, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or
- II. Use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
- III. Disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the program with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
- IV. Use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

Classification: Public

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- I. use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- II. keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- III. limit access to such Confidential Information to those of its (including its Affiliates) directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- IV. upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the disclosing party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the

opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favour upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. No Assignment

This Agreement shall not be assigned by either party, by operation of law or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties / respective successors and permitted assigns.

9. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity,

legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Mumbai.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS _____ DAY OF _____, 2023.

Signed and delivered by
M/s _____
Signed by:
Name
Title

Signed and delivered by
Union Bank of India
Signed by:
Name
Title

In the presence of

.....

In the presence of

.....

ANNEXURE XII

PERFORMANCE BANK GUARANTEE FORMAT (to be submitted by the selected Applicant)

To,

WHEREAS _____ (Name of service provider) a person/ Company /firm registered under the Indian Companies Act 2013 and having its Registered Office at _____, (Please provide complete address) (hereinafter referred to as "Service Provider") was awarded a contract by Union Bank of India vide their no. ----- dated XX-XX-XXXX (hereinafter referred to as "Memorandum of Understanding/ Work order ") for providing and other related services for Union Bank of India (kindly elaborate, if felt necessary)

AND WHEREAS, in terms of the conditions as stipulated in the Memorandum of Understanding/ Agreement/ Work Order and the Request for Proposal document No._____: dated for engaging the services of the said Service Provider for _____), the Service Provider is required to furnish a Performance Bank Guarantee issued by a Scheduled Bank in India in your favour for Rs. _____/- (Rupees _____) towards due performance of the contract in accordance with the specifications, terms and conditions of the (the Agreement) entered into between UNION BANK OF INDIA and the Service Provider and RFP document (which bank guarantee is hereinafter called as "GUARANTEE").

AND WHEREAS the Service Provider has approached us for providing the said GUARANTEE.

AND WHEREAS at the request of the Service Provider, WE, _____, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970/1980 having it's Office at and a branch inter-alia at India has agreed to issue the GUARANTEE.

THEREFORE, WE, (name of Bank and it's address)..... through our local office at India furnish you the GUARANTEE in a manner hereinafter contained and agree with you as follows:

1. We ----- do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs. ----- /-(Rupeesonly) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Service Provider of any of the terms and conditions contained in the Agreement, Work Order and RFP and in the event of the Service Provider committing

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default or defaults in carrying out any of the work or discharging any obligation under the Agreement, Work Order or RFP document or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs.----- /-.(Rupees.----- only) as may be claimed by you on account of breach on the part of the Service Provider of their obligations or default in terms of the Agreement, Work Order and RFP.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the Service Provider has committed any such breach/ default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by UNION BANK OF INDIA shall be conclusive as regards the amount due and payable by us to you.
3. This Guarantee shall continue and hold good until it is released by you on the application by the Service Provider after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after..... (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. You will have the fullest liberty without our consent and without affecting our liabilities under this Guarantee from time to time to vary any of the terms and conditions of the Agreement, Work Order and RFP or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the Service Provider and either to enforce or forbear to enforce any of the terms and conditions of the said Agreement, Work Order and RFP and we shall not be released from our liability under this bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Service Provider or any other forbearance, act or omission on your part or any indulgence by you to the Service Provider or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. /-. (Rupeesonly) as aforesaid or extend the period of the guarantee beyond the said (Date) unless expressly agreed to by us in writing.
5. The Guarantee shall not in any way be affected by your taking or giving up any securities from the Service Provider or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Service Provider.

6. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Service Provider hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of bank Guarantee.
7. Subject to the maximum limit of our liability as aforesaid, this bank Guarantee will cover all your claim or claims against the Service Provider from time to time arising out of or in relation to the Agreement, Work Order and RFP and in respect of which your claim in writing is lodged on us before expiry of this Guarantee.
8. Any notice by way of demand or otherwise hereunder may be sent by courier, telex, fax or registered e-mail, hand delivery and if sent accordingly it shall be deemed to have been given when the same has been posted.
9. The Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to you by us (whether jointly with others or alone) and now existing, un-cancelled and this Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
10. The Guarantee shall not be affected by any change in the constitution of the Service Provider or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
11. The Guarantee shall come into force from the date of its execution and shall not be revoked/ assigned by us at any time during its currency without your previous consent in writing.
12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Service Provider in any suit or proceeding including arbitration proceedings pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the Service Provider shall have no claim against us for making such payment.
13. Notwithstanding anything contained herein above;
 - I. Our liability under this Guarantee shall not exceed Rs..... /- (Rupees only)
 - II. This bank Guarantee shall be valid and remain in force up to and including the date and (please confirm the period and the date)
 - III. We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serve upon us a written claim or demand on or before (the period of expiry of this guarantee plus claim period).

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14. We have the power to issue this Guarantee in your favour and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney dated issued by the Bank in favour of the undersigned.

Dated this the _____ day of _____ 2023.

For and on behalf of

Branch Manager

Seal and Address

Annexure - XIII

Tender Ref. No.:

Integrity Pact

(To be executed on a Plain Bond Paper)]

Whereas Union Bank of India having its registered office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai, India- 400 021 acting through its **Human Resources Department**, represented by General Manager / Dy. General Manager hereinafter referred to as the ‘Buyer’ and the first party, proposes to procure (Name or category of the Equipment, services, etc.), hereinafter referred to as Stores and / or Services.

And

M/s....., represented by....., Chief Executive Officer (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the ‘Bidder/ Seller’ and the second party, is willing to offer/ has offered the Stores and / or Services.

2. Whereas the Bidder / Seller is a private company/public company /partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the Buyer is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as “Party” or collectively as the “parties”, as the context may require.

3. **Preamble**

Buyer has called for tenders under laid down organizational procedures intending to enter into contract/s for supply / purchase / etc. of Empanelment of Human Resource Consultants for Recruitment of Specialist/Domain Experts at Junior, Middle and Senior management positions on contractual basis and the Bidder / Seller is one amongst several bidders/Proprietary Vendor/Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. **Commitments of the Buyer.**

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept,

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for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- ii) The Buyer will during the tender process treat all Bidder(s) / Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder(s) / Seller(s) the same information and will not provide to any Bidder(s)/ Seller(s) confidential / additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

The Buyer will exclude from the process all known prejudiced persons.

- 4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5. Commitments of the Bidder(s) / Seller(s).

- 5.1 The Bidder(s)/ Seller(s) commit himself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- i) The Bidder(s)/ Seller(s) will not, directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- ii) The Bidder(s)/ Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- iii) The Bidder(s)/ Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act 1988 as amended from time to time. Further, the Bidder(s)/ Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- iv) The Bidder(s)/Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s)/ sub-contractor(s), if any. Further, the Bidder/Seller

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shall be held responsible for any violation/breach of the provisions by its sub-supplier(s)/sub-contractor(s).

5.2 The Bidder(s)/Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s)/ sub-contractor(s), if any. Further, the Bidder/Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s)/sub-contractor(s).

5.3 The Bidder(s)/ Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences

5.4 Agents / Agency Commission:

The Seller/Bidder confirms and declares to the buyer that the Seller/Bidder is the original manufacturer or authorized distributor / stockiest of original manufacturer or Govt. Sponsored / Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS) of the stores and / or Services referred to in this tender/ offer / contract / Purchase order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller/Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual / firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract / purchase order, the Seller/Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFQ / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement or compensation to the Seller/Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller/Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter-Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's/ Sellers' exclusion from the tender process.

- 6.2 If the Bidder / Seller makes incorrect statement on this subject, Bidder / Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

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

8. Sanctions for Violation

- 8.1 If the Bidder(s)/ Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s)/ Seller(s) from the tender process or take action as per the procedure mentioned herein below:

- i) To disqualify the Bidder / Seller with the tender process and exclusion from future contracts.
- ii) To debar the Bidder / Seller from entering into any bid from Buyer for a period of two years.
- iii) To immediately cancel the contract, if already signed / awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- iv) To encash EMD / Advance Bank Guarantees/ Performance Bonds/ Warranty Bonds, etc. which may have been furnished by the Bidder / Seller to the extent of the undelivered Stores and / or Services.

- 8.2 If the Buyer obtains knowledge of conduct of a Bidder/ Seller or of an employee or a representative or an associate of a Bidder / Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

- 9.1 If the Buyer has disqualified the Bidder(s) / Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

- 9.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Price Fall Clause

The Bidder undertakes that it has not supplied/ is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid

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in respect of any other Ministry/Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product/ Systems or Subsystems was supplied by the Bidder to any other Ministry / Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.”

11. Independent External Monitor(s)

11.1 The Buyer has appointed Independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission.

1. Dr. Meeran Chadha Borwankar, IPS (Retd.),
E-mail: mcborwankar@gmail.com

2. Smt. Bharathi Sivaswami Sihag, IAS (Retd.),
E-mail: bsihag@hotmail.com

11.2 As soon as the Integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the Independent External Monitors.

11.3 The Bidder(s) / seller (s), if they deem it necessary, may furnish any information as relevant to their bid to the Independent External Monitors.

11.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

11.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the Independent External Monitors.

11.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, Union Bank of India, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai -21 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

12. Law and Place of Jurisdiction

This Integrity pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Mumbai, India.

13. Other Legal Actions

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

14. Integrity Pact Duration

14.1 This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.

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- 14.2 If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, Union Bank of India.
- 14.3 Should one or several provisions of this Integrity Pact turn out to be invalid; the remainder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
15. Other Provisions
- 15.1 Changes and supplements need to be made in writing. Side agreements have not been made.
- 15.2 The Bidder(s)/Seller(s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.
- 15.3 In view of the nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.
- 15.4 Nothing contained in this Integrity Pact shall be deemed to assure the Bidder/ Seller of any success or otherwise in the tendering process.
16. This Integrity Pact is signed with Union Bank of India exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.
17. The Parties hereby sign this Integrity Pact at _____ on _____ (Seller/Bidder) and _____ on _____ (Buyer)

BUYER

BIDDER* / SELLER*

Signature:

Signature:

General Manager/ Dy G M,
Union Bank of India,
.....Department

Authorized Signatory (*)

Date:

Date:

Rubber Stamp:

Rubber Stamp:

Witness

Witness

1. _____

1. _____

2. _____

2. _____

(*) - Authorized signatory of the Organization who has also signed and submitted the main bid

Annexure XIV

Checklist of Documents to be submitted

Envelope	Documents to be submitted	Format as per	Attached in Bid Yes/NO	Page No	
				From	To
Envelope	Letter of Authorization for Submission of Response	Annexure I			
	RFP Response Covering Letter	Annexure II			
	Certification of RFP Cost Waiver for MSME/NSIC Firms /companies	Annexure III			
	Projects/Program Dropped without Completion	Annexure IV			
	Key Personnel details	Annexure V			
	Detailed Technical Proposal- Capability, Approach, Methodology and Work Plan [With relevant documentary evidence as the case may be]	Annexure VI			
	Undertaking	Annexure VII			
	Conformity Letter	Annexure VIII			
	Credentials [With reference letters / documentary evidence]	Annexure X			
	Confidentiality / Non-Disclosure Agreement	Annexure XII			
	Integrity Pact	Annexure XIII			
	CD/Pen drive with Soft copies of all above documents	CD/Pen drive			

NOTE:

- Supporting documents must be attached wherever applicable.
- All pages of bid documents must be signed by authorized person
- All pages of bid documents should be numbered in serial order i.e. 1,2,3 and so on.
- The technical bid should be properly banded and numbered to find out the documents with annexure in starting explaining positioning of documents in bid.

Signature of Authorized Person

Name of Authorized person:

Designation:

Name of the Organization:

Official Seal of the Organization:

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