



REQUEST FOR PROPOSAL (RFP)

REQUEST FOR PROPOSAL (RFP) FOR EMPANELMENT OF EXTERNAL ACADEMIC INSTITUTE FOR DEVELOPMENT OF DOMAIN-SPECIFIC ADVANCED TRAINING PROGRAMS

Tender Reference No.PROC:134:2026, Date 30/04/2026

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Further, the information provided in response to this Request for Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders, and such amendments will be binding on them. The Bank also reserves the right to accept or reject any or all the responses to this RFP without assigning any reasons whatsoever.

Bidder shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or bidding documents.

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), or any information provided subsequently, is provided to the Bidder(s) on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided. This 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 a contract or arrangement with Union Bank of India in relation to the provision of services.

This RFP 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 bidding and selection process under this RFP unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the selected/successful Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This bid does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this bid 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 may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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GENERAL INSTRUCTIONS TO BIDDERS

1. Bidders must submit their complete proposal in hard copy, duly sealed and signed, strictly as per the instructions provided in this RFP. No email or online submission will be accepted.
2. Request for proposal (RFP) can be downloaded from Bank's website www.unionbankofindia.bank.in & govt. portal www.eprocure.gov.in from 30/04/2026 to 21/05/2026 during office hours.
3. All physical bids must be deposited only in the designated Drop Box located at: Union Bank of India, Ground Floor, Central Office, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021.
4. Bidders are responsible for ensuring that their sealed proposal reaches the Drop Box before the specified deadline. Late submissions, regardless of the reason, will not be considered.
5. Bidders must ensure that all required documents, annexures, and enclosures are included. Incomplete or unsigned submissions may lead to rejection.
6. Interested bidders are requested to send all correspondence related to this RFP to the following email IDs:

Email:

vinodmathur@unionbankofindia.bank.in

procurement@unionbankofindia.bank.in

Contact number:

Phone - 022 -45653726

Bidders must include the following details in their communication to enable the Bank to issue clarifications, if required:

- Name of the Bidder / Organization
- Name and designation of the contact person
- Registered address
- Contact number and official email ID
- RFP reference number and subject line

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Key Dates & Information

Sr. No.	Activities	Date and Time
1.	Tender Notification No	PROC:134:2026
2.	RFP Issuance date	30.04.2026; 10.00 AM
3.	Last date for written request for Clarifications, before Pre-Bid Meeting	06.05.2026; 5:00 PM
4.	Pre-Bid Meeting Place: Online	07.05.2026; 11.30 AM
5.	Last date and time for submission of Bid	21.05.2026; 3:00 PM
6.	Date & time of Technical Bid opening	21.05.2026; 3:30 PM
7.	Place of opening of Technical Bids	Union Bank of India, 1st Floor, Procurement Department, Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400 021
8.	Presentation by eligible Bidders with qualified technical bids	Eligible Bidders will be invited online for a presentation on the Technical Bid submission. The eligible Bidders would be communicated the exact date of presentation through e-mail and they should remain prepared for a presentation within a short notice.
9.	RFP Coordinator	Mr. Vinod Kumar Mathur, Chief Manager (Procurement) Union Bank of India 1 st Floor, Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai 400021
10.	Contact Details	Interested Bidders are requested to send the email to: procurement@unionbankofindia.bank.in vinodmathur@unionbankofindia.bank.in Phone No : 022 - 45653726 containing below mentioned information, so that in case of any clarification, same may be issued: Name of firm/company, contact person, Mailing address with Pin code, Telephone No., Mobile No., email address etc.

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

Definitions:

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. "BFSI" means Banking, Financial Services and Insurance
3. "Bank" unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Union Bank of India', described in more detail in paragraph 1 below and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns and may mean without limitation Union Bank of India's Foreign Offices, Foreign Subsidiaries and Domestic Subsidiaries..
4. "Contract" or "Agreement" means the agreement/contract in the format as prescribed by the Bank and executed between the successful bidder/empanelled institute and the Bank and all the attached documents and the Appendices, consequent to the completion of the bidding and selection process as per the RFP and subsequent RFQ.
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, dependent upon the context.
7. "DSC" means Digital Signature Certificate"
8. "Personnel / Resources" means professionals and support staff provided by the selected Bidder.
9. "PoA" means Power of Attorney
10. "Proposal / Bid / Offer/Tender" means Response to this RFP Document means that Technical proposal including any supporting and accompanying documents submitted by a bidder as per the formats/requirements prescribed in the RFP for participating in the bidding and selection process.
11. "RBI" means Reserve Bank of India
12. "Recipient / Respondent / Bidder / Organization / Institution" means the "Person(s) / Firm / Organization submitting response / Bid /Offer as per the details mentioned in this document".
13. "RFP" means "Request for Proposal (RFP) prepared by Union Bank of India for Empanelment of External Academic Institute for Development of Domain-Specific Advanced Training Programs.
14. "Scheduled Bank" means a bank which is listed in the Second Schedule of the Reserve Bank of India Act, 1934.
15. "Successful / Selected Organization/Bidder" means the organization / bidder selected as the successful Bidder by the Bank in accordance with this RFP.
16. "TCO" means Total Cost of Ownership
18. "Website" means Bank's official website "www.unionbankofindia.bank.in

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.

SECTION - I

1. Introduction

Union Bank of India, a body corporate constituted and functioning under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, a Public Sector Bank has its Central Office at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai - 400021. 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 of India truly lives up to the image of “Good People to Bank with”.

(More Details are available on our website - www.unionbankofindia.bank.in.)

2. Objectives of the RFP

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 External Academic Institutes for Development of Domain-Specific Advanced Training Programs.

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, empanelment and consequent services are subject to observance of selection process, signing of Integrity Pact and appropriate documentation in accordance with the terms herein 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.

The Bank invites proposal from experienced and eligible entities who have proven experience in the field of conducting/co-creating training programme, case studies, customized certification courses, research work and any other work given in this document/RFP under learning ecosystem.

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** shall 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**, 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.

The bidder (and its employees) shall not, unless the Bank gives permission in writing, disclose any information, whole or part, furnished by the Bank, in connection therewith to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.

The bidder, its employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its authorized personnel, except for purposes of performing its duties under the RFP and the contract.

Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable advocates'/counsels' fees), relating to or resulting directly or indirectly from an act or omission of the Bidder, its employees, its agents, or employees due to the breach of confidentiality.

In case of breach the Bank shall take such legal action as it may deem appropriate.

4. Information Provided in RFP

The RFP document contains statements derived from information that is believed to be true and reliable as at 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. The bidders are advised to conduct their 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.

5. No Legal Relationship

No binding legal relationship will arise between any of the Recipients and the Bank until execution of a contractual agreement pursuant to award of specific assignment to an empanelled institute through the RFQ process subsequent to completion of the bidding and selection process hereunder for the scope & deliverables mentioned in this document and the RFQ.

6. Recipient Obligation to Inform Itself

The Recipient 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.

8. 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 herein.

9. Costs Borne By the Respondents

The RFP document may be downloaded from the Bank's website www.unionbankofindia.bank.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.

10. Integrity Pact (IP)

Only those Bidders who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. Bids without integrity pact will be treated as non-responsive and shall be summarily rejected.

IP shall cover all the phases of contract i.e. from the stage of 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 III 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. Shri. Jagdish Prasad Meena, IAS (Retd),
E-mail: meenajp@gmail.com
2. Shri Arvinda Kumar, IPS(Retd),
E-mail: arvindak@gmail.com

The Pre-Contract Integrity Pact (IP) should be submitted in a sealed cover at Union Bank of India, Procurement Department, 1st Floor, Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai – 400 021, or submitted along with the RFP documents, by the last date and time of bid submission, with the Technical Bid.

11. RFP Response Terms

11.1. Submission of Bids

The RFP Document can be downloaded from Bank's Website <http://www.unionbankofindia.bank.in> or from Government portal <http://www.eprocure.gov.in>

Eligible persons while submitting response to RFP should be guided by timelines and procedure set out in this RFP.

11.2. Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

11.3. Amendments of RFP

- 11.3.1 Union Bank reserves the sole right for carrying out amendments / modifications /

changes in the bidding process including any addendum to this entire RFP. Bidders cannot claim as a right, requiring the Bank to do the aforesaid.

- 11.3.2 Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on the Bank's website (www.unionbankofindia.bank.in), Govt. Tender Site (www.eprocure.gov.in). No individual communication would be made in this respect.
- 11.3.3 All prospective bidders to this RFP are required to check for addendums / amendments / notices to this RFP on the website till the last date of availability, prior to submission of bids and all such addendums / amendments / notices shall be binding on the bidders.
- 11.3.4 If required, the Bank at its sole discretion may extend the deadline for submission of bids in order to allow prospective bidders reasonable time in which they need to take the amendment into account in preparing their bids. The Bank reserves the rights to extend the deadline for the submission of bids. However, no request from the bidder, shall be binding on the Bank for the same. The Bank's decision in this regard shall be final, conclusive and binding on all the bidders.

11.4. Authorization to Bid

- 11.4.1 The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents and he/she should be authorized by a senior official of the organization having authority. The Bid should be signed by the authorized signatory of the bidder. A suitable authorization letter / board resolution/ power of attorney to that effect must be submitted by the bidders along with the technical bids.
- 11.4.2 All pages of the bid shall be signed by the authorized signatory signing the bid.
- 11.4.3 Bid document shall be signed in full & official seal/stamp affixed.
- 11.4.4 All such signatures shall be supported by official seal/stamp impression of the Bidder's firm/company.
- 11.4.5 The proposal must be accompanied with undertaking letter duly signed by the authorized signatory as per the annexure I, IV, VIII, IX, XIV, XV, XVI and XVII on the letterhead of the bidder firm/company only. The letter should also indicate the complete name and designation of the authorized signatory.

11.5. Bid/Offer

- 11.5.1 This is an **offline RFP**, and bidders are required to submit their **complete bid in physical (hard-copy) form** within the timelines specified in this RFP. All documents must be properly sealed and dropped in the designated Drop Box. Hard copies must be submitted as the official and final bid.
- 11.5.2 The Bid / Offer should be complete in all respects and contain all information asked

for in this document. It should not contain any price information.

- 11.5.3 Bidders are expected to examine all terms and instructions included in the RFP. Failure to provide any requested information in this RFP will be at bidder's own risk and may result in the rejection of the proposal.
- 11.5.4 The Bank may, at its discretion, extend the deadline for submission of bids by amending the RFP Document.
- 11.5.5 RFP documents signed by authorized signatory of bidder will be reviewed and if it is found to be as per prescribed format, only then bid will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this RFP document shall be eligible for Empanelment.
- 11.5.6 In addition, **Annexures I to XVIII** are required to be submitted in **physical (hard-copy) form** along with the main bid documents. All annexures must be properly signed, sealed, and included in the bidder's hard-copy submission placed in the designated Drop Box.
- 11.5.7 The Bid should be signed by the authorized signatory of the bidder. A power of attorney/ authorization letter/board resolution to that effect shall be submitted by the bidders and should be submitted along with bid.
- 11.5.8 All the annexures should be submitted in letter head of bidder duly signed with seal/stamp of the firm/company. (All these documents are to be filed in one file). Copies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexures and other claims made by the institute are also to be uploaded separately.
- 11.5.9 All the pages of this RFP to be submitted along with the technical bid, duly signed by the authorised signatory and with firm's /company's stamp/seal.
- 11.5.10 The bidder should ensure that all the annexures should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- 11.5.11 The Bank reserves the right to resort to re-tendering/rejection of any/all bids without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection/re-tendering.
- 11.5.12 The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- 11.5.13 The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) was/were previously assigned any project by the Bank and same have not been completed successfully in stipulated time i.e. supply Installation, Implementation etc.
- 11.5.14 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the

participating bidders. Notification of amendments/corrigendum will be made available on the Bank's website (www.unionbankofindia.bank.in), Govt. Tender Site (www.eprocure.gov.in) and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids. No post bid clarification of the bidder shall be entertained.

11.6. RFP Clarifications

- 11.6.1 Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to procurement@unionbankofindia.bank.in, vinodmathur@unionbankofindia.bank.in. With subject "Request for Proposal (RFP) to select and empanel external Academic Institutes for Development of Domain-Specific Advanced Training Programs". The proposal must be submitted as per the date given in the schedule of events of this RFP document.
- 11.6.2 The Bidder is requested to collate and submit queries together to seek clarifications / Responses from Bank as per Annexure XIV. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit Bank's website (www.unionbankofindia.bank.in), Govt. Tender Site (www.eprocure.gov.in) and e-procurement site <https://ubi.abcprocure.com> for clarifications and other communications
- 11.6.3 Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of Corrigendum on Bank's website www.unionbankofindia.bank.in, government tender portal www.eprocure.gov.in.
- 11.6.4 The Bank will endeavour 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 after end of last date for raising queries or Bid submission date.
- 11.6.5 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.

11.7. Rejection of Bid

The bid is liable to be rejected if:

- 11.7.1 The document does not bear signature of authorized signatory in each page and is not duly stamped.
- 11.7.2 It is received through Fax/E-mail.
- 11.7.3 It is received after expiry of the due date and time stipulated for Bid submission.

- 11.7.4 Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFP are liable for rejection by the Bank.
- 11.7.5 It is evasive or contains incorrect information.
- 11.7.6 Any form of canvassing / lobbying /influence/ query regarding short listing of other bidders, status etc. will be a disqualification.
- 11.7.7 Bidder should comply with all the points mentioned in the scope of work. Non-compliance of any point will lead to rejection of the bid.
- 11.7.8 Bids containing false information, misrepresentation of facts, or in case of bidder's engagement in fraudulent, coercive, or unethical practices shall result in the bids to be summarily rejected.
- 11.7.9 Bids submitted by bidders who are currently blacklisted, debarred, or suspended by the Bank, any Government authority, PSU, or regulatory body shall be rejected.
- 11.7.10 Bids shall be rejected if the bidder is found to have a conflict of interest that affects the bidding process.
- 11.7.11 Bids containing overwritten, tampered, altered, or unauthorized modifications to RFP terms or formats shall be rejected.
- 11.7.12 Bids not meeting the eligibility criteria (technical, statutory, etc.) as specified in the RFP shall be rejected.
- 11.7.13 Bids submitted with unsigned forms, missing authorizations, or without valid Power of Attorney/Authorization Letter shall be rejected.
- 11.7.14 Bids not submitted in the prescribed format, or submitted with deviations, counter-conditions, or alternative proposals, shall be rejected.
- 11.7.15 Submission of multiple bids by the same bidder, whether directly or indirectly, shall lead to rejection.
- 11.7.16 Any breach of confidentiality requirements as specified in the RFP shall make the bid liable for rejection.
- 11.7.17 Bids with shorter validity period than prescribed in the RFP shall be rejected.

11.8. RFP Closing Date

Bidder must submit the offer before closing date & time.

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.bank.in, [Govt. Tender Site \(www.eprocure.gov.in\)](http://Govt. Tender Site (www.eprocure.gov.in)). No individual communication would be made in this respect.

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.

11.9. Submission of Bid

- 11.9.1 The bidders are required to submit their complete bid in physical (hardcopy) form only. All

documents as required under this RFP must be sealed and submitted in the designated drop box within the stipulated timeline. Online submission of bids or documents will not be accepted.

11.9.2 Bids will be opened at the following address as per the scheduled date and time

**Union Bank of India,
Ground Floor, Union Bank Bhavan,
239, Vidhan Bhavan Marg, Mumbai -
400021.**

11.9.3 Bank may, at its discretion, extend this deadline for submission of bids by releasing corrigendum to this RFP.

Pre-Contract Integrity Pact (IP) must be submitted physically in sealed cover at Union Bank of India, 1st Floor, Procurement Department, Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400 021 OR along with RFP documents on or before last date and time of bid submission.

11.10 Bid Validity Period

11.10.1 Bid shall remain valid for duration of 6 (six) calendar months from the last date for Bid submission. Bid valid for shorter period is liable to be rejected by the Bank as non-responsive.

11.10.2 In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

11.10.3 The Bank reserves the right to call for fresh Bids at any time during the Bid validity period if considered necessary.

12. Modifications and Withdrawals of Bids

12.1 No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.

12.2 No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity. In the event of withdrawal of the bid by bidders, defaulting bidder will be suspended from participating in future tenders of bank.

12.3 No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

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 other banks and other institutions to which the bidder may have rendered their services for execution of similar assignments.

14. Notifications

Bank will either notify the eligible 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 eligible Bidders 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/rejection.

15. Process & Time Frame

15.1 Selection of a successful bidder will involve a six (6) stage approach as follows.

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Issue of RFP	Clarifications/ Pre-Bid Meeting	Receipt of Bids	Evaluation of Bids	Empanelment of successful bidders

15.2 Integrity Pact (IP) covers all stages of the contract. The approach follows the Government of India's Central Vigilance Commission (CVC) guidelines.

15.3 The time frame for the overall selection process is mentioned under **Key Dates & Information** of this document. Bank reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be Broadcast/intimated through the website to all Bidders. The dates mentioned herein are tentative dates and the Bidder acknowledges that it cannot hold the Bank responsible for any loss caused to the bidders due to change of any of the dates by the Bank

16. Empanelment Period:

16.1 The contract with the successful bidders will be for a period of three years (3 years).

16.2 Irrespective of the initial / extended period, the empanelment will be deemed to be operative until closure of all assigned projects, and hence the empanelled bidders deploying resources should ensure the resources availability until completion of the work in hand as per the project terms and conditions.

16.3 The review of empanelled institutes may be conducted at an interval decided by the Bank, and the Bank may revisit any of the conditions of the empanelment during review. The Review process may be limited to the existing panel of institutes and/or if considered necessary, Bank may at its sole discretion adopt open RFP/Tender process to empanel new institutes. The Bank at its sole discretion may terminate any of the institutes from its panel based on the review. Bank shall also have the right to cancel/terminate the panel of institutes at any time during the empanelment period, at the sole discretion of the Bank.

17. Other Terms and Conditions of RFP

17.1. 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. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any

reason whatsoever.

- 17.2. The selected institutes agree to promptly contract with the Bank for any work awarded. Failure on the part of the selected institute to execute a valid contract with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- 17.3. The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the bidders. In the event 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 agreed to in writing to the Bank and accepted by the Bank in writing.
- 17.4. The selected institutes must strictly adhere to the delivery dates or lead times identified in their proposal. 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 institutes' performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the selected institutes' inability to meet the established delivery dates or any other reasons attributing to the selected institute then that institute will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services.
- 17.5. The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the solution to be supplied in response to this RFP shall meet the proposed requirements. 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 bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder 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.
- 17.6. All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service. The bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this RFP document.
- 17.7. The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

- 17.8. This RFP may undergo change by either additions or deletions or modifications by the Bank before the expiry of the last date and time of submission. The Bank also reserves the right to change any terms and conditions including eligibility criteria of this RFP document and its subsequent addendums as it deems necessary at its sole discretion. The addendums, if any, shall be published on Bank's website (www.unionbankofindia.bank.in), Govt. Tender Site (www.eprocure.gov.in)
- 17.9. The Bank reserves the right to extend the dates for submission of responses to this document.
- 17.10. Bidders shall have the opportunity to clarify doubts pertaining to this RFP in order to clarify any issues they may have, prior to finalizing their responses. All queries/clarifications to be submitted as per Bid query format in Annexure XIV. Responses to inquiries and any other corrections and amendments will be published on Bank's website (www.unionbankofindia.bank.in), Govt. Tender Site (www.eprocure.gov.in) in the form of addendum/corrigendum to RFP. The bidder, who posed the question, will remain anonymous.
- 17.11. 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 technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. This shall be binding on all bidders, and the Bank reserves the right for such waivers at its discretion and the Bank's decision in the matter will be final.
- 17.12. The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of this RFP. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.
- 17.13. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to bidder.
- 17.14. Erasures or Alterations - The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the services being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.
- 17.15. Price Discussion - No Commercial quotes are to be submitted for this RFP. Commercial quotes shall be obtained during the RFQ stage based on specific project requirements from Empanelled institutes.
- 17.16. If the Bank is not satisfied with the technical specifications as specified in the bid and observes major deviations, the technical bids of such bidders will not be eligible for

further evaluation. No further discussions shall be entertained with such bidders in respect of the subject technical bid.

- 17.17. The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

SECTION - II

Bank Profile

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”.

Union Bank of India is the first large public sector Bank in the country to have implemented 100% core banking solution. The Bank has received several awards and recognition for its prowess in technology, digital banking, financial inclusion, MSME and development of human resources.

The Bank’s total business as of 31st March, 2026 stood at Rs.23,85,502 Crores, comprising Rs.13,06,891 Crores of deposits and Rs.10,78,611 Crores of advances. The Bank has received several awards and recognition for its prowess in technology, digital banking, financial inclusion, MSME and development of human resources.

(More Details are available on our website - www.unionbankofindia.bank.in.)

SECTION - III

BROAD SCOPE OF WORK AND KEY DELIVERABLES

1. Introduction

Union Bank of India, a progressive institution with vision and leadership is on a journey of HR transformation. It aspires to build a “*next-generation digitally enabled Universal Bank known for responsive, responsible and inclusive banking through customer centric business models and significant investment in employee development*”.

To achieve this goal, the Bank has taken various initiatives. It has focused to drive efficiency and performance by revamping its branch operations, setting up and streamlining Credit Processing Centres, strengthening digital capabilities and invested in HR processes and practices. Bank has been successful in creating a 'performance mind-set' culture through various HR transformation initiatives.

Bank's Learning & Development (L&D) is committed to promote a culture of continuous learning for the development of the Individual employee and the Bank. The Learning & Development unit of the Bank ensures that Bank is able to build multi-disciplinary teams that are highly motivated to achieve the Business objectives. The major objective of the Learning & Development unit is to empower the employees by bridging the skill gaps and enabling them to take up and successfully execute challenging roles for overall growth of the Bank. It strives to meet the increasing and varied learning needs of the employees amidst continuously changing business environment by organizing required training programme through different channels viz. physical training, virtual training, workshops, conferences, seminars, webinars etc.

The Bank has its own Centre of Excellence for learning, also known as the Union Learning Academy (ULA), located at various centres to promote and prioritize development in key focus areas of the Bank and to prepare in-house talent for the future in line with the Bank's vision.

The ULAs envisage to drive a thought leadership and innovation in the Bank by developing future ready skills centric training design, creating personalized learning path for all employees and building collaborative & sustainable learning ecosystem.

Bank intends to fulfil aforesaid learning ambitions by creating the pool of expert in-house trainers as well as building strong pool of external partnership with facilitators, industry professional and academic institutions etc.

To achieve this end, Bank proposes to empanel External Academic Institutes for Development of Domain-Specific Advanced Training Programs.

The scope of the empanelment shall broadly cover the following areas.

2. Scope of work and Key Deliverables

Scope of work

Union Bank of India seeks to select/empanel reputed external academic institutes to help promote & prioritize development of training programs across different specialized areas within banking and to make the in-house talent future-ready in line with the Bank's vision by facilitating exposure to industry-best practices and new perspectives to curriculum development, training delivery & research methodology.

The Bank envisages the academic institutes in creating a sustainable learning ecosystem with a focus on new-age topics aligned with developments in the banking industry. The institutes are also expected to facilitate exchange of quality information, implicit knowledge and research opportunities. The Bank expects the institutes to prepare new curriculum/upgrade existing curriculum in the identified domains through classroom training programs, role-based certification courses & case studies, while also providing support in research and delivery.

The academic institutes will be expected to design training programs in the following domains:

S.No	Theme	Key focus area
1	Operations	<ul style="list-style-type: none"> ✓ Enhancing Operational Efficiency and Compliances in Branch Operations. ✓ Cost Optimization and Profitability ✓ Customer Service and enhancing the customer experience and Grievance redressal ✓ Procurement of Goods and services ✓ KYC-AML, Customer onboarding, Due diligence ✓ Transaction monitoring
2	Credit & Policy	<ul style="list-style-type: none"> ✓ MSME Credit Underwriting & Credit Appraisal (Advanced Level) ✓ Monitoring Advances and Early Warning Framework ✓ Recovery, Stressed Assets Management & Resolution Frameworks ✓ Cross-Cutting & Emerging Areas
3	Risk	<ul style="list-style-type: none"> ✓ Liquidity Risk Management (LRM) ✓ Interest Rate Risk Management ✓ Interest Rate Risk in Banking Book (IRRBB) with Hedging techniques ✓ Behavioral Studies for LRM and ALM & IRRBB ✓ Programming Languages like Python, R and other Machine Learnings concepts and SQL ✓ Advanced Time Series Analysis like ARIMA, SARIMA and Advance Regression Techniques with various tests in areas of Hypothesis Testing & PCA ✓ Derivative Pricing and Valuation (FX & Domestic) ✓ Bond Valuation & Computation of Various Risk Parameters, e.g. Var, PV01 ✓ Operational Risk Management ✓ Enterprise Risk Management ✓ Internal Capital Adequacy and Assessment Process & Stress Testing ✓ IT and Cyber Security ✓ IT Risk Assessment and Business Impact Assessment ✓ Integrated Risk Management ✓ Credit Risk Management

S.No	Theme	Key focus area
		<ul style="list-style-type: none"> ✓ Leadership development ✓ Product & Process Risk Evaluation with IT Perspective ✓ Credit Risk Modelling ✓ Rating Modules & Credit Analysis ✓ Python and SQL Database ✓ Data Analytics using Machine Learning and AI Techniques ✓ Model Risk Management ✓ Climate Risk and ESG requirement in Bank ✓ Regulatory Aspects ✓ Procurement Guidelines ✓ SLA Management ✓ Materiality Assessment, IRA, DD, EDD, KPI, ESG, Cyber Risk Assessment ✓ Enhanced Due Diligence (ISO Standards) ✓ Importance of Due Diligence, ESG ✓ Vendor Onboarding/Offboarding ✓ Analysis of BCP/DR Drills, VA/PT Reports ✓ Onsite Vendor Risk Assessment
4	Sales & Marketing	<ul style="list-style-type: none"> ✓ Strategic Market Leadership & Growth Acceleration ✓ Service Excellence, Customer Experience & Relationship Leadership ✓ Digital, Data & Technology-Driven Sales Transformation ✓ Advanced Negotiation Skills for Sales & Market Leadership
5	Corporate Advances & Treasury	<ul style="list-style-type: none"> ✓ Implementation and impact of ECL for Corporate Portfolios and pricing ✓ Incorporation and impact of ESG score in loan pricing model ✓ Implementation of INDAS in balance sheet and cash flow assessment and its impact on ratio analysis ✓ Negotiation Skills in Corporate Finance and conflict management within Bank ✓ Acquisition of Client Ecosystem in Bank's Balance Sheet ✓ Sectoral Analysis - Project Finance, Real Estate, REIT, InVIT, Sunrise, Green Financing, Data Warehousing, Multimodal Logistic Park, ✓ Trade Finance & Supply Chain finance ✓ Applications of AI in fraud detection, fund diversion, decision making and compliance (Financial Analysis, AML & CFT) ✓ Correspondent Banking ✓ Understanding of Country Risk and considerations while decision making ✓ Unhedged Foreign Currency Exposure ✓ ODI/FDI/ECB ✓ Prime Bank & factors affecting decision making, compliances ✓ Regulatory Changes and the Dynamic nature of Global Trade ✓ Economic Scenario Analysis and growing global interlinkages on Bank portfolio ✓ Expanding Global Business

S.No	Theme	Key focus area
		<ul style="list-style-type: none"> ✓ Paradigmatic shift in Bank Treasury portfolio
6	Rural & Financial Inclusion	<ul style="list-style-type: none"> ✓ Agri. Value Chain Financing and Ecosystem Banking in Agriculture ✓ Climate-Smart & ESG-Linked Agri Finance Capitalizing Agricultural Innovation: The Start-up Finance Landscape
7	Strategy & Finance	<ul style="list-style-type: none"> ✓ Strategic Vision & The Leadership Mindset ✓ Frameworks for Competitive Advantage ✓ Leading Change & High Performance ✓ Analytics for Leadership ✓ Strategic Leadership with AI & ML ✓ AI Ethics, Privacy & Regulations ✓ Sustainability & The Green Economy ✓ Low-Carbon Strategy & Reporting ✓ Redefining Banking in next Decade
8	Human Resources	<ul style="list-style-type: none"> ✓ Faculty Development (Behavioral & Leadership) ✓ HR & People Strategy ✓ Culture, Ethics, POSH & DEI ✓ Behavioral Excellence & Executive Effectiveness
9	Digital Transformation	<ul style="list-style-type: none"> ✓ Digital Banking & Emerging Technologies ✓ IT Present & Emerging Technologies ✓ Fintech & Banking Innovations ✓ IT Regulatory Guidelines ✓ Cyber Security & IT Security ✓ Cyber Fraud Detection, Analysis & IS Audit ✓ Data Protection & DPDPA

Note: Any other suitable topic/s may further be added during the design phase as required by the Bank.

Key Deliverables

The expected outcomes of the proposed partnership with academic institutes are as under:

1. Design & conduct training programs for the Bank's employees across different specialized areas and new-age topics within banking.
2. Conduct training programs for the Bank's internal faculty members / Research Officers across specialized areas through faculty development programs driving research, case study creation, etc.
3. Design of role-based customized certification courses on key banking topics.

Training Design & Updation

The Bank seeks to update its existing program content and create new future-ready, skills-centric training programs bringing in fresh perspective & ideas in the training curriculum by focusing on new-age topics aligned with the latest developments in the banking industry.

The selected academic institute(s) is/are expected to coordinate with the Bank's Union Learning Academies (ULAs) to create advanced level flagship programs.

The Bank will also share the required information as mutually agreed with the selected institute(s) for execution of existing program updation and new program creation. This may include reports and other information on target theme/ target audience etc. as deemed necessary.

The selected institute(s) is/are expected to prepare a detailed design of the assigned program(s). Any other suitable topic/s may further be added during the design phase as required by the Bank. The design should include the list of topics covered in the program, timeframe and methodology along with the expected outcomes.

The design is to be decided and finalized by the selected institute(s) in consultation with the Bank prior to implementation.

Faculty Development Programs

The Partner is expected to facilitate faculty development program for capacity & skill building of the Bank's internal faculty members. Some of the key areas which may be incorporated are as under:

- Training needs gap analysis
- Content creation
- Case studies
- Experiential Learning
- Creation of role-based certification course(s)
- Application-based research - problem identification/research methodology/writing reports
- Training impact analysis

The institute(s) may leverage technology for these programs and effectively use digital modes for information dissemination and participation across diverse activities (like quizzes, surveys, developmental activities, experience sharing etc.).

Design of new role-based certifications

The ULAs shall collaborate with the selected institute(s) for jointly developing role-based certification courses aligned with their respective themes. This collaboration will help the Bank to harness the expertise available with the institutes with respect to curriculum design & development and content enrichment along with industry-best practices.

The indicative modalities for certification course creation are as under:

- The selected institute(s) shall provide e-learning modules and questionnaire on topics covered.
- The joint certification courses shall be made available on the Bank's LMS platform for the period as mutually agreed between Bank and selected institute(s).
- The certification courses shall have assessment tests after completion of each e-learning module. On completion of all the modules, participants will have to attempt the final exam prepared by the selected institute(s) based on the content of the entire course.

- On successful completion of assessment exam, participant will be issued a ***Joint Certificate*** from the selected institute & the Bank.

Trainings Programs for Employees

The selected institute(s) would also require to arrange the training programs on specialized domains, new age topics, leadership development programs, etc. as and when required by the concerned ULAs/Bank.

The institute(s) shall coordinate with the concerned ULAs for finalization of program design and program implementation/delivery etc.

The Bank reserves the right to pause the work at any point of time and use the services for partial delivery of select modules of the assignment.

SECTION - IV

Eligibility Criteria and Selection Procedure

1. Eligibility Criteria

- a. Only those Bidders fulfilling the eligibility criteria should respond to the RFP. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Annexure II. Eligibility Criteria attached to this document. The bidder would need to provide supporting documents as part of the eligibility proof. The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. Document/s in support of eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the eligibility criteria are liable to be rejected.
- b. The Bank reserves the right to verify/evaluate the claims made by bidder independently. Any misrepresentation will entail rejection of the offer.
- c. The bidder should submit a letter of undertaking agreeing to abide by all the terms and conditions stipulated by the Bank in the RFP including all Annexures, Addendum and Corrigendum based on the requirements, specifications, terms and conditions laid down in this RFP. Bidder to submit the letter as per format provided in Annexure XVII of the RFP along with the bid.
- d. The bidder should enclose documentary 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 bidder 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.
- e. To assist in the scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all bidders 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. The Bank reserves the right to:
 - i. Ascertain information from other banks and other institutions to which the bidder has rendered its services for execution of similar projects. Such feedback from high ranking officials would also form part of evaluation and any strong adverse comment/ action about product or service would make the bidder ineligible for further assessment/ processing.
 - ii. 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 bidders and Bank will not entertain any correspondence in this regard. The Bank, at its discretion, may reject the proposal of the Applicant bidder, without giving any reason whatsoever, if in the Bank's opinion the bidder could not present or demonstrate the proposed solution as described in the proposal.

2. Other Empanelment Conditions:

- 2.1 All selected agencies shall be required to execute a Non- Disclosure Agreement with the Bank.

- 2.2 No commercial quotes are to be submitted for this RFP. Commercial quotes shall be obtained during the RFQ stage based on specific project requirements from Empanelled Institutes.
- 2.3 The terms of the RFQ shall be read in consonance with the terms stated herein. Bank's decision with respect to any interpretation of RFP and RFQ terms shall be final and binding.
- 2.4 Successful Empanelment does not construe commitment from the Bank to provide opportunities to the empanelled institutes.
- 2.5 Individual communication will be sent to the empanelled institutes.
- 2.6 All empanelled institutes will be required to participate in all the relevant limited tender processes/RFQs conducted by the Bank during the empanelment period.

3. Evaluation of Bids

- 3.1 Bank will empanel bidders based on evaluation of bids. The empanelment will be based on various parameters as per the terms of this RFP, responses, referrals, presentations, technology, experience etc.
- 3.2 Setting of evaluation criteria for selection processes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.
- 3.3 The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such minor issues (as mentioned above) may be conveyed to the bidder, asking them to respond by a specified date also mentioning therein that if the bidder does not respond by the specified date, their bid will be liable to be rejected.
- 3.4 A material deviation, reservation or omission which would not be waived are those that:
 - i. Affect, in any substantial way, the scope, quality or performance of the services specified herein or the contract.
 - ii. Limits, in any substantial way, inconsistent with the, the Bank's rights or the bidder's obligations under this RFP or the contract.
 - iii. If rectified, would unfairly affect the competitive position of other bidders quoting substantially responsive bids.
- 3.5 The Bank will scrutinize the proposal and will determine whether the technical specifications along with supporting documents have been furnished as per the RFP document.
- 3.6 Each of the eligibility criteria mentioned in this RFP is mandatory. In case the bidder does not meet any one of the conditions, the bidder will be disqualified.
- 3.7 Bidders would be informed of their qualification/disqualification based on the eligibility check.
- 3.8 All the eligible bidders shall undergo "Technical Evaluation". Technical Evaluation consists of 2 parts-

a) Scoring Pattern: - 70 marks

b) Pitch Presentation: - 30 marks

3.9 Technical Bid Evaluation: Documentary evidence for fulfilment of all technical parameters must be submitted with documents.

3.10 **Presentation:** Eligible Bidders will be invited **online** for a presentation on the Technical Bid submission.

- a. The eligible Bidders would be communicated the exact date of presentation through e-mail and they should remain prepared for a presentation within a short notice.
- b. All invited bidders will be required to give presentation of their offered services clearly demonstrating implementation. Failure of a bidder to complete presentation to the Bank may result in rejection of the bidder's proposal. Bidder is required to address all queries raised by the Bank officials during the presentation.
- c. The duration of the presentation shall be maximum of 30 minutes excluding time for queries and interaction. Giving mere presentation should not be considered as being qualified/shortlisted for further process. In this regard, Bank decision will be final and binding on all bidders.
- d. The presentation should broadly include, but not be restricted to, the areas specified as follows:

Profile of the Institute/Organization

- Brief history
- Vision & Mission statement
- Specialization of the bidder in the domain areas specified by the bank

Prior assignments related to Bank's scope of work completed in BFSI

- Nature and scope of work of such assignments.
- Timely and satisfactory completion of such assignments.
- Impact of results on the concerned organization (with demonstrated outcomes, if any)
- Industry-wide benchmarks established through these assignments.

Understanding of the Scope

- Key deliverables and outcomes
- Proposed solutions which are feasible in the Bank's context
- Full-time and technically suitable resources available to be deployed for the assignments given in the scope

Design & Methodology

- Execution approach and strategies for timely implementation
- Transition strategy to sustain the initiatives by the Bank's resources
- Proposed measurable outcome/ impact

- e. Presentation should be made by the employee on-the-roll of the respective bidder institute and no hiring of outsider for presentation will be allowed. In case of technology partner, a representative may be allowed. However, lead presenter has to be on-the-roll of bidding firm. The bidder must certify the identity of the technology partner. However, the responsibility rests with the bidders for using an appropriate technology source in order to meet the requirements of the envisaged scope of work.

3.11 The technical evaluation of the bids and presentation of the bidders shall be done by the Bank as per the evaluation matrix furnished below:

Sr. No.	Evaluation Parameter	Maximum Marks	Criteria	Marks
1.	Presentation	30		
1.1	Proposed Design, Methodology and comprehensiveness of the scope & deliverables covered	20	-	
1.2	Demonstration of in-house capabilities for mid & senior level executive training/ education using technology (with Apps, Modules, Simulations and Quizzes) including developing content, materials, case material, joint research etc.	5	-	
1.3	Clarity in proposing measurable outcome/ impact	5	-	
2.	Experience	45		
2.1	Number of different organizations served in giving training to senior executives of Banking & Financial Services organizations in preceding 5 years (work order or any valid document need to be provided as a proof)	20	>6	20
			3 to 6	15
			< 3	10
2.2	Average years of experience and profile of the faculty members & subject matter experts in the Banking & Financial Services Industry or as relevant to the 09 domains, i.e. Operations, Credit, Risk, Sales & Marketing, Corporate Advances & Treasury, Rural Banking & Financial Inclusion, Strategy & Finance, Human Resources and Digital Transformation (Experience certificate or any valid document need to be provided as a proof for 5 faculty members/ subject matter experts)	10	>10 years	10
			5 to 10 years	8
			<5 years	6
2.3	Number of National/ International research papers and case studies published in the last financial year by faculty members i.e., FY 2024-25 (Valid proof for publication as well as faculty members to be provided)	10	45+	10
			25-45	8
			<25	6
2.4	Number of certification courses provided by the institute in the Banking & Financial Services Industry or as relevant to the 09 themes mentioned above (Work order or any valid document proof to be provided)	5	2-5	5
			<2	3

3.	Organization's Credentials	20		
3.1	Should be a Premier Academic Institute of National/ International repute (Preference will be given to those who are amongst the Top 100 Global Management Institute as per Financial Times Global MBA Rankings 2025 or top 100 colleges in the NIRF Rankings, 2025)	15	Top 100 in FT Global Rankings OR Top 10 in NIRF rankings	15
			11 - 25 in NIRF Rankings	10
			26-50 in NIRF Rankings	8
			51-100 in NIRF Rankings	5
3.2	Global tie-ups for courses related to Banking & Financial Services topics (Tie-up letter or any valid document proof to be provided)	5	> 2	5
			1-2	2
4.	Organization's Existence in India Number of years of operation/existence in India as on date of RFP issuance (proof of Commencement of business to be provided)	5	>10 years	5
			5 to 10 years	3
	Total	100		

3.12 The marks (out of 100) obtained in the evaluation process, including the presentation, shall constitute the bidder's overall score and agencies securing 70 marks or above shall be empanelled.

3.13 Kindly note that the Bank reserves the right to finalize the scores from the available bid documents and presentation made by the bidder and other independent evaluation and feedback obtained and the Bank's decision on technical evaluation shall be final. Please note that up to two decimal points will be taken in the final score.

4. RFP CLARIFICATIONS

The bidder is expected to substantiate / validate the achievements / recognition through relevant data / documentary evidence.

- 4.1 As a part of the evaluation process, Bank will carry out the exercise of evaluating the substantial responsiveness of each bid. Substantial responsiveness means that the bid conforms to all the terms and conditions of this rFP without material deviation.
- 4.2 Bids which do not fulfil the eligibility criteria / conditions relating to Bidders' credentials, experience etc. as evidenced through the technical bid documents will be rejected by the Bank.
- 4.3 Bank may, during the process of technical evaluation, call for any clarifications/ additional particulars required on the technical bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
- 4.4 Bank reserves the right to call for a proof of concept on the features etc., from the eligible Bidders based on the technical bids submitted by them to make an evaluation.
- 4.5 Bidders must acquaint themselves fully with the conditions of the RFP. No plea of insufficient information will be entertained at any time.

SECTION-V

1. General Terms and Conditions:

1.1 Term of Assignment

The empanelment will be valid for a period of 3 years from the date of empanelment order/notification/letter of empanelment. Irrespective of the initial / extended period, the empanelment will deem to be operative until closure of all assigned projects, and hence bidders deploying resources should ensure the resources availability until completion of the work in hand as per the project terms and conditions.

1.2 Adherence to Terms and Conditions

The Bidders who wish to submit responses to this RFP should note that they should abide (in true intent and spirit) 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.

1.3 Execution of Contract, NDA, Indemnity Bond and Certificate of Originality

1.3.1 A Contract would be entered into between the Bank and the selected empanelled institute for specific assignment related to scope & deliverables mentioned in this document by means of limited tender after completion of the RFQ process and award of work.

1.3.2 All empanelled bidders will be required to execute legally valid Non-disclosure Agreement (NDA) and Indemnity Bond in favour of the Bank.

1.4 Other Terms & Conditions

The Bank reserves the right to:

1.4.1 Reject any and/or all responses (bids) received in response to the RFP, in part or in full, and to cancel the RFP and reject all bids at any time prior to award of contract, without thereby incurring any liability towards the bidders or without any obligation to inform the Bidders on the grounds for the Bank's action or without assigning any reasons, whatsoever.

1.4.2 Modify the RFP / any clause (including evaluation criteria) as deemed necessary in the process, at any time before the last date and time for submission of bids. Bank may extend the deadline for submission of the bids.

1.4.3 Waive any formalities, irregularities, minor infirmity, non-conformity or inconsistencies in proposal format delivery or in the bid, which does not constitute a material deviation.

1.4.4 Extend the time for submission of all proposals.

1.4.5 Share the information / clarifications provided in response to RFP by any Bidder, with any other Bidder(s) / others, in any form.

1.4.6 Cancel the RFP at any stage, without assigning any reason whatsoever.

1.5 Bank will deduct TDS at applicable rates as per relevant law.

1.6 Consortium / sub-contracting: Formation of Consortium or association of Partners and engaging third party is not allowed and such proposal will be disqualified.

1.7 Bidder shall bear all costs associated with preparation and submission of its Bid.

1.8 Bidder to undertake that none of their faculty members or any other key person in any capacity deployed in the programme of the Bank or on-site, are / will be involved / retained in any capacity by any other Bank / Financial institution for any other assignment during the period of contract.

1.9 The Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP or subsequent RFQ and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort the entire process at any stage without thereby incurring any liability towards the Bidder(s) or any obligation to inform the Bidder(s) of the grounds for Bank's action.

2. Capability to take up assignment:

The bidding institute should have in-house capability to take up assignment on their own. However, over and above their own staff on roll, bidding institute may engage subject matter experts and information technology providers to handle the training related work, and they should be available till conclusion of the assignment. In case of subject matter expert, Bidder to produce the details of such people to be engaged along with relevant evidence as per the annexure VIII to this RFP.

3. Substitution of Programme Faculty Members:

During the assignment pursuant to specific RFQ, the substitution of key staff identified for the assignment will 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 selected Bidder, as the case may be, can do so only with the prior written concurrence of the Bank and by providing the replacement staff of the same level of qualifications and competence. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance) made by the Bank to the selected Bidder during the course of the assignment pursuant to specific RFQ. However, the Bank reserves the unconditional right to insist that the selected Bidder replace any faculty member with another (with the qualifications and competence as required by the Bank) during the course of assignment pursuant to specific RFQ.

4. Single Point of Contact:

The selected Bidder should provide details of single point of contact viz. name, designation, address, e-mail address, telephone/ mobile no. etc. for discussions and communication with regard to this RFP or subsequent RFQ.

5. Adherence to Standards:

The selected Bidder should adhere to all the applicable laws of India and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bank reserves the right to ascertain information from other banks and institutions to which the Bidders have rendered their services for execution of similar programmes.

6. Payment Terms:

Bank will release the payment of the agreed cost of specific assignment related to scope & deliverables mentioned in this document and subsequent RFQ to the selected Bidder after deduction of applicable taxes at source, for which contract will be executed by the Bank with the selected Bidder. The payments will be scheduled in stages on completion of the various major activities and as per the progress of the programme, as will be defined in the contract. No advance payments will be made.

7. Non-Payment of Cost of the Programme:

If any of the items/activities corresponding to which certain price as mentioned in response to specific RFQ, are not taken up/availed by the Bank during the course of this assignment, the Bank will not pay the cost quoted by the selected Bidder in quotation against such activity/item.

8. Charges Terms:

By submitting the Bid, the Bidder will be deemed to have accepted all the terms and conditions mentioned in the RFP document. It shall be deemed that the rates quoted by the Bidder in response to specific RFQs shall be adequate to complete the assignment according to the specification and conditions attached thereto. The Bidder should take into account all conditions and difficulties that may be encountered during the course of assignment and quote the amount, which shall include agreed professional fee/contract amount with taxes, royalties, and other duties and the value and all details of other facilities and services necessary for proper completion of the assignment, except such as may be otherwise provided in the contract document for completion of the assignment. The TDS amount on prevailing rate and work contract tax etc. shall be deducted from the bidder's running account/Final bills. Necessary certificates shall be issued to the bidder by the Bank. GST/Service Tax payable on the payment of contract amount will be borne by the Bank.

9. Liquidated Damages

9.1 If the selected Bidder fails to complete the due performance of the contract in accordance with the specifications and conditions agreed during the final contract negotiation pursuant to specific RFQ, the Bank reserves the right to recover penalty @ 0.5% of the TCO per calendar week or part thereof, for non- performance/delayed performance, with the total amount of liquidated damages not exceeding 5% of the TCO. In case the total liquidated damages exceeds the stipulated cap mentioned above, the

balance amount payable to the selected Bidder shall be forfeited and the Bank shall have the discretion to terminate the contract.

- 9.2 Bank shall be entitled to adjust/appropriate the amount of liquidated damages against the payment to be made to the selected bidder against their professional fees.
- 9.3 The Bank reserves the right to recover the liquidated damages amount in the following events:
- The support at any location is not up to the satisfaction of the Bank.
 - For any other valid reasons determined by the Bank.
 - Non-payment of liquidated damages claimed by the Bank.
 - Issues not attributable to the institute will be exempted.
 - Bank reserves its right to recover this amount by deducting payments to be made by the Bank to the bidder
- 9.4 Notwithstanding anything stated in para 10.1 above, if the selected Bidder fails to adhere to the time schedule or fails to complete the due performance of the obligations under specific RFQs as per Bank's satisfaction, then the Bank can repudiate the contract and recover 10% of the TCO/contract value as Liquidated Damages from the selected Bidder by means as deemed appropriate by the Bank, inter-alia by invoking the performance guarantee furnished under specific RFQ, if any.
- 9.5 Any Penalty and Liquidated Damages shall be independent to each other and will be levied separately or jointly as the case may be as per discretion of the Bank.

10. Professionalism:

The selected Bidder 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, values, code of conduct, honesty and integrity while executing the assignment.

11. Audit

- 11.1 The empanelled institute shall at all times whenever required furnish all information, records, data stored in whatsoever form to internal, external, Bank appointed, and statutory/RBI inspecting auditors and extend full cooperation in carrying out of such inspection/audit. The Bidder will also undertake to co-operate with the RBI to carry out its supervisory functions and objectives and will furnish all records and other information as RBI/auditor may call for to carry our inspection and/or other functions. The Bidder is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors/RBI. Further the Bidder has to ensure rectification of all the irregularities thus pointed out by the auditor within a given time frame.
- 11.2 The bidder must ensure compliance of Information Security guidelines/directions/requirements according to policy of the Bank and mitigate the risk, if any, within the stipulated time without any additional cost to Bank.
- 11.3 In line of above, the selected bidder shall ensure that all regulatory, statutory, local administration requirements are adhered to adequately while undertaking deliverables and services over the period of contract without any additional cost to Bank.

11.4 To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the Bank's/RBIs representative access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement system (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the empanelled institute.

12. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics, pandemics
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area;

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes.

Unless otherwise directed by the Bank, in writing, the bidder shall continue to perform its obligations under the contract and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

Once accepted by the Bank the Bidder or the Bank shall not be liable for delay in performing their obligations resulting from any Force Majeure cause as referred to and/or defined above.

13. Authorized Signatory:

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

14. Applicable Law and Jurisdiction of Court:

Subject to the provisions of the clause herein -Dispute Resolution, the RFP and the subsequent Contract with the selected Bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts in Mumbai, Maharashtra State, India only.

15. Indemnity:

The selected Bidder shall indemnify the Bank its employees, officers and directors and keep indemnified for any claims, losses, costs, damages, expenses, actions, suits and other proceedings, (including advocates' and counsels' fees), that Bank may sustain, suffer or incur on account of violation of copyright, patent, trademarks, etc. by the selected Bidder.

The selected Bidder shall always remain liable to the Bank for any losses suffered by the Bank due to any technical error negligence or fault on the part of the selected Bidder, or relating to or resulting directly or indirectly from an act or omission of the Bidder, its employees, its agents, or employees in the performance of the services provided under this RFP or the RFQ or the contract, breach of any of the terms of this RFP or the RFQ in breach of any representation or warranty by the Bidder, use of the deliverables and or services provided by the Bidder, or such other statutory infringements in respect of the scope of deliverables and services hereunder or the RFQ or the contract and the selected Bidder also shall indemnify the Bank for the same.

Bidder shall further indemnify the Bank against any loss or damage to the Bank's premises or property, Bank's data, direct financial loss, any loss or damage arising out of loss of data, etc., due to the acts of the Bidder or its employees or representatives.

16. Erasers or Alterations:

Corrections / alterations in the bids if any should be properly authenticated by the authorised person failing which the bid will be rejected. The Bank may, at its sole discretion, waive any minor non-conformity, or irregularity in the bid, which does not constitute a material alteration. Bidders cannot modify their bids after the deadline for submission of bids is over.

17. Right to Reject Bids:

Bank reserves the absolute and unconditional right to reject any bid in 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. The bid is liable to be rejected for any/all the reason mentioned herein:

17.1 It is not in conformity with the instructions mentioned in this RFP document.

17.2 It is not properly/duly signed.

17.3 It is submitted after expiry of the due date and time.

17.4 It is incomplete, which would include non-furnishing of the required documents/ information in time as required in terms of this RFP or called for subsequently.

17.5 It is evasive or contains incorrect information.

17.6 There is canvassing of any kind by any bidder.

17.7 It is submitted anywhere other than the place mentioned in RFP.

18. Assignment:

Neither the contract nor any rights granted under the contract can be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected Bidder without advance written consent of the Bank. Any such sale, lease, assignment or otherwise transfer shall be void and be of no effect. The selected Bidder shall not subcontract or permit anyone other than its

personnel to perform any of the work, service or other performance required of the selected Bidder under the contract. Formation of consortium or association of bidders and engaging third party is not allowed and such proposals will be disqualified at the evaluation stage itself.

19. Non-Solicitation:

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

- 19.1 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 of the Bank or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or
- 19.2 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.

20. No Employer-Employee Relationship:

The selected Bidder or any of its holding/subsidiary/joint-venture/affiliate/group/client companies or any of their employees/ officers / staff / personnel /representatives /agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives/ personnel / agents.

The selected bidder is bound to ensure compliance of all applicable laws on employment, payment of wages, increases or arrears in wages, insurance or any other statutory requirement of its employees /staff /personnel etc.

21. Vicarious Liability:

The selected Bidder shall be the principal employer of the employees, agents, contractors, sub-contractors etc., engaged by the selected Bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the selected Bidder shall be paid by the selected Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder's employees, agents, contractors, subcontractors etc. The selected Bidder shall agree to hold the Bank, its employees, successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected Bidder's employees, agents, contractors, sub-contractors, etc.

22. Termination of Contract and Compensation:

- 22.1 The Bank would provide 30 days' notice to rectify any breach/unsatisfactory progress, if the selected Bidder commits a breach of any of the terms and conditions of this RFP or the specific RFQ/contract pursuant to RFQ for specific assignment.
- 22.2 The Bank reserves the right to terminate the contract of the selected Bidder in the event

of breach of any of the terms of this RFP or the RFQ for specific assignment and undertakings given and recover expenditure / loss incurred by the Bank in any of the following circumstances.

- 22.3 The selected bidder commits a breach of any of the terms and conditions of this RFP or the RFQ or the contract.
- 22.4 The progress regarding the execution of the contract by the selected bidder is found to be unsatisfactory or there is delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 22.5 Non-satisfactory performance of the selected bidder during performance of the services under the RFQ/contract.
- 22.6 An act of omission by the Bidder, its employees, its agents, or employees in the performance of the services under the RFQ or the contract.
- 22.7 In case there are material discrepancies in the deliverables and services. Bank reserves the right to procure the same or similar product/services from an alternate source at the risk, cost and responsibility of the selected bidder.
- 22.8 For all the above circumstances, the Bank shall serve the cure-cum-termination notice to the bidder at least 30 days prior, of its intention to terminate services. If the performance is not cured to the satisfaction of Bank within 30 days, termination will be effected.
- 22.9 Other conditions for termination:
- 22.10 The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise or any insolvency proceedings are initiated against the successful bidder either voluntarily or by some other party.
- 22.11 An attachment / judicial restraint is imposed or continues to be levied for a period of 7 days upon effects of the bid.
- 22.12 If deductions on account of Liquidated Damages exceeds more than 5% of the TCO/total contract price;
- 22.13 If the selected bidder is found to have indulged in suppression of facts, misconduct or unethical practices.
- 22.14 Selected bidder is found to be indulging in frauds.
- 22.15 The Bank suffers a reputation loss on account of any activity of successful bidder or if any penalty is levied by regulatory authority on the Bank due to such activity.
- 22.16 In the event of subcontract or assignment contrary to the terms of this RFP/RFQ or the contract.
- 22.17 The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills, if

any under specific RFQs without prejudice to its rights to recover the dues through legal action that may follow in accordance with the provisions of extant law.

23. Conflict of Interest:

- 23.1. Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interest's paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.
- 23.2. Without limitation on the generality of the foregoing, bidder, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:
- 23.2.1 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 bidder/ its personnel to be executed for the same and/or for another Entity / Employer during the currency of the assignment.
- 23.2.2 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 bidder in any manner whatsoever. In case the information is Nil, explicit mention should be made in this regard.
- 23.3. 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 the termination of its Contract during execution of assignment.

24. Dispute Resolution:

All disputes or differences whatsoever, arising out of or in connection with the contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the contract, abandonment or breach of the contract), shall be settled amicably.

However, where the value of such dispute(s) and/or difference(s) is less than Rs. 10 crores, and if the parties are not able to resolve them amicably, either party (the Bank or bidder), can give written notice to other party clearly setting out therein specific dispute(s) and/or difference(s) and the same shall be referred to arbitration by reference to either a sole

arbitrator mutually agreed upon or, in the absence of consensus amongst the parties, the dispute/difference may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The award passed in pursuance thereof, either by the sole arbitrator or the presiding arbitrator as the case may be, shall be binding on the parties. The arbitration shall be conducted and settled in accordance with the Arbitration and Conciliation Act, 1996 and the arbitration proceedings shall be held in Mumbai. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

25. Representations and Warranties:

The bidder represents and warrants to the Bank that it is validly existing under the laws of India and has full power, authority, right, financial standing, capacity, competence and approvals to execute and perform its obligations under this RFP.

26. Publicity

Any publicity by the party bidders in which the name of the Bank is to be used, will be done only with the explicit written permission of the Bank.

27. Compliance of the provisions of the DPDP Act, 2023

The selected bidder shall ensure full compliance with the provisions of the **Digital Personal Data Protection Act, 2023** during the period of empanelment and during execution of any project. This includes, but is not limited to, implementing appropriate technical and organizational measures to safeguard personal data, obtaining informed and verifiable consent from data principals wherever applicable, enabling rights of data principals (such as access, correction, and deletion), and ensuring secure data processing and storage. The bidder shall also be responsible for ensuring that any third-party processors or subcontractors engaged in the project adhere to the same standards of compliance. Any breach or non-compliance with the DPDP Act, 2023 or any rules and regulations framed thereunder shall attract penalties as per the applicable laws and may also lead to termination of the contract.

The bidder shall implement appropriate technical and organizational safeguards to ensure protection of personal data from any unauthorized access, disclosure, alteration or breach. The bidder shall be fully responsible for maintaining the confidentiality, integrity and security of data shared by the bank. Any failure to ensure adequate safeguard may attract penalties under DPDP act, 2023, which may extend up to Rs.250. crore or higher.

The bidder shall indemnify the Bank against any claims, penalties, or damages arising from non-compliance with the DPDP Act, 2023 by the bidder.

28. Normalization of Bids

If required, Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same technical ground. After the evaluation process, if the Bank feels that any of the Bids needs to be normalized and that such normalization has a bearing on the technical bids; the Bank may at its discretion ask all the technically eligible bidders to re-submit the technical bids once again for scrutiny. The resubmissions can be requested by the Bank in the following two manners:

- Incremental bid submission in part of the requested clarification by the bank or
- Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the technically eligible bidders will, by responding to this bid, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this bid, agree to the process and condition of the normalization process.

29. Minimum wages and compliance of Laws

The bidder hereby agrees and undertakes that during the subsistence of the contract the bidder will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government in this behalf from time to time, as per the provisions of Minimum Wages Act, 1948 or any other law/enactment/provision/statute. The bidder should ensure that they comply with all local laws and labour laws applicable to the services undertaken, Bank shall not be liable for any injuries/damage caused to the personnel employed by the bidder for execution of work and bidder shall ensure all protection including insurance to the personnel employed. In the event of any failure by the bidder to comply with such requirements, resulting in the Bank being required to pay any wages, penalties, fines, or other amounts on behalf of or due to the bidder, the bidder shall be solely liable for such amounts. The Bank shall have the right to recover any such payments, including associated costs, from the bidder, either by deduction from amounts payable to the bidder under the contract or by any other lawful means, including invoking any performance guarantees.

30. Adherence to Cyber Security Systems

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should be aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank.

Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

The resources onboard to Bank's work need to provide declaration as per Annexure XV - Know Your Employee (KYE) Clause as per bank's outsourcing policy.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to reserve Bank of India as and when sought. Credentials of vendor/third party personnel accessing and managing the bank's critical assets shall be maintained and shall be accordance with Bank's policy.

The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

31. In Intellectual Property Rights (IPR)

The Bidder claims and represents that it has obtained appropriate rights to provide the deliverables and services upon the terms and conditions contained in this RFP.

The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of any products/software/items/services used by Bidder in performing its obligations under this RFP and the contract.

If a third party's claim endangers or disrupts the Bank's use of the deliverables or services, the Bidder shall at no further expense, charge, fee or cost to the Bank, obtain a license/consent/permission/authorisation so that the Bank may continue use of the deliverables or services in accordance with the terms of this RFP or the contract.

Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or its subcontractors or in respect of any other services rendered by the bidder.

All intellectual property rights (IPRs) in all deliverables, documents, data, reports, materials, information, and outputs generated, prepared or provided by the bidders to the Bank during the course of execution of the contract shall vest exclusively with the Bank and the Bank shall have the right to use, develop or copy/reproduce the same at its discretion in any manner it deems appropriate whether during the contract period/empnelment period or thereafter. The Service Provider shall not use, copy, publish, disclose, or distribute any such material, in whole or in part, without prior written permission of the Bank and shall ensure that the deliverables do not infringe any third-party intellectual property rights.

The provisions contained herein shall survive the expiration or termination of the contract or the empanelment period.

Annexure I

**Letter of Acceptance
(Letter to the bank on the bidder's letterhead)**

To

The General Manager
Procurement Department
Union Bank of India,
1st Floor, Union Bank Bhavan,
239, Vidhan Bhavan Marg,
Nariman Point, Mumbai - 400021

Dear Sir,

**Sub: Request for Proposal (RFP) for Empanelment of External Academic Institutes for
Development of Domain Specific Advanced Training Programs**

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby enclose our offer for the desired solution as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as mentioned is enclosed.

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

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

We understand that

- a. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- b. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- c. If our bid is accepted, we are to be responsible for the due performance of the contract.
- d. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- e. Bidder means the bidder who is decided and declared so after examination of technical bids.

We hereby declare that all the information & Statements made in this RFP are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFP.

Yours faithfully,

Place:
Date:

For _____
Signature _____
Name _____
Authorized Signatories (Name & Designation,
seal/stamp of the firm/company)

Annexure II

Eligibility Criteria

Sr. No.	Details	Eligibility (Yes / No)	Support Documents to be submitted
1	The bidder should be a Premier Academic Institute (approved by GOI) registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership under the Limited Liability Partnership Act 2008 / a proprietary firm or Registered Trust/Society under Indian Society Act and should be in existence for the last 5 years in India as on date of issuance of RFP.		MOA/AOA/Certificate of Commencement of Business/Institute / Organisation/ Partnership Deed/ Registered Trust deed/Society/Valid approval certificate
2	The bidder should be registered for GST. It should not be individual/ HUF etc.		GST Registration Certificate/GST return (If any exemption, valid proof would be required)
3	The bidder must have experience in learning & development ecosystem in particular, giving training to senior executives of BFSI industry preferably Banks in preceding 5 year. The cut-off date for eligibility under this para shall be date of issuance of RFP.		Valid proof of Work order / /certificate/invoice/Purchase order from BFSI
4	The bidder should have a track record of successfully completing at least one (1) similar assignments as envisaged in scope & key deliverables given section III (part A & B) in BFSI sector in the last 5 (five) years.		Work order/certificate from client clearly indicating the scope, duration and completion of engagement is to be submitted
5	The bidder should have enough qualified manpower to handle the assignment smoothly & effectively till the completion of each project. At least 5 resources of subject matter expert/faculties with Minimum 5 years of experience. The cut-off date for eligibility under this para shall be date of issuance of RFP.		A self-declaration by the Bidder on Institute's letter head on available experienced manpower, domain experts
6	The Bidder's Organization should not be owned or controlled by any Director or Employee (or Relatives) of Union Bank of India.		A self-declaration by the Bidder on Institute's letter head

7	The companies or firms or Trust or Society, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs)		An undertaking letter as per Annexure IV
8	The bidder should have credentials in design and implementation of leadership journeys for officers/executives in reputed organizations preferably those in the Banking and financial services industry in India / globally		A Self-declaration on the Respondent's letter head (along with proof)
9	The bidder should have in-house capabilities for mid & senior level executive training / education using technology (with Apps, Modules, Simulations and Quizzes) including developing content, materials, case material, joint research etc.		A Self-declaration on the Respondent's letter head (along with proof)
10	The Bidder should have tangible positive net worth during the last 3 immediate consecutive financial years i.e. FY-2022-23,2023-24,2024-25.		Copies of audited balance sheets and profit and loss statement for all three years i.e. FY-2022-23,2023-24,2024-25. are to be submitted with UDIN number. Net worth certificate for all three years from CA with UDIN required.

[Only those Bidders who fulfil all the eligibility criteria as mentioned above are eligible to participate in the RFP. The Bidders should submit their responses along-with documentary evidence and self-declaration as required for the above eligibility criteria. Bidders are not barred from producing any additional evidences or testimonials other than the ones asked for in this RFP which may be relevant to the programme. Proposals of those Bidders, who do not fulfil any of the eligibility criteria as stated above in full, will be summarily rejected. Organizations found fulfilling the eligibility criteria as laid out above during the preliminary scrutiny will only be considered for the next stage of the RFP. The Bank's decision on "Eligibility Criteria" is final.]

Signature:

Name:

Designation:

Date:

Seal of the Institute / Organization:

Annexure - III

Tender Ref. No.:

Integrity Pact

(To be executed on Bond Paper of Rs 500)

1. 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 **Procurement Department**, represented by 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 **Professional Services For assignments as envisaged in scope & key deliverables given section III of RFP document** and the Bidder / Seller is one amongst several bidders/Proprietary Institute/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, 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.

iii) 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 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 / programme 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 institutes) and Base Rate of SBI (State Bank of India) plus 2% (for Indian institutes). 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 behaviour) and a compliance programme 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, 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 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 (Names and Addresses of the Monitors to be given in RFQ).
- 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.
- 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. General Manager,

Authorized Signatory (*)

Union Bank of India,
..... Department

Date:

Date:

Rubber Stamp:

Rubber Stamp:

Witness

Witness

1. _____

2. _____

1. _____

2. _____

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

Annexure IV

Form of Self Affidavit / Declaration

[To Be Submitted in Institute's / Organization's Letter Head Only]

We, M/s _____, are one of the BIDDERS for providing professional services to Union Bank of India as per your "Request for Proposal (RFP) for Empanelment of External Academic Institutes for Development of Domain-specific Advanced Training Programs under reference number of PROC:134:2026.

We, hereby declare that our Institute / Organization do not have any pecuniary liability nor any judiciary proceedings or any restraint restricting us in fulfilling the training services.

We further declare that no legal action is pending / contemplated against us nor are we debarred by any legal jurisdiction in India or outside India, which may affect our ability to deliver as per the terms of the RFP.

We further declare that we have not been blacklisted by any entity /Regulators/Govt. Bodies in India or outside India. We further declare that we do not have any ownership or control rights by any director (or relatives) of Union Bank of India, both present and those who have retired in the last one year.

We further declare that we have sufficient expertise and capability to deliver efficient and effective advice on the areas mentioned in the scope of work and we have in-house capability to take up assignment on our own.

The information submitted in the eligibility criteria and technical bid are true and are factually correct.

We further declare that in case the Bank finds our averments are not true and are incorrect, the Bank can initiate necessary action against us, as deemed fit.

Authorized Signatory (ies)

Signature:

Name:

Designation:

Date:

Seal of the Institute / Organization:

Annexure V

Bidders Information

1. Name of the Director/Partner/Trustee/Society member/Authorized person (Specify constitution - Partnership Firm/Company/Trust/Society etc., provide documentary proof of the same)					
2. Address and contact details of the Institution/ Organization in India					
3. Name of the authorized person(s) / Partner(s) / Director(s) associated with the programme					
4. Contact Telephone Number (Landline and Mobile) and e-mail id of the authorized person					
5. Date of Establishment/ Incorporation	Global				
	India				
6. Total number of offices	Global				
	India				
7. Number of years of leadership training experience					
8. Number of management consulting staff on the payroll of the Partner	Global				
	India				
9. Of Sl. 8 above, number of faculty members who have experience of handling long term assignments (duration >= 6 months)					
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 transformation assignments undertaken					
12. Brief particulars of experience of the Institute in extending leadership training advice relevant to the proposed programme.					
Name of Organization for whom services rendered	Year	Type of Training programmes offered	Faculty Size	Period proposed for completion	Actual period for completion

Signature:

Name:

Designation:

Date:

Annexure VI

Relevant Experience

Please provide following information for most relevant clients in India:

Use the format below to provide information for which your firm was legally contracted for carrying out assignments related to scope & deliverables given in section III . Please mention more than one assignment under the same client if relevant. (Use separate sheet for each client)

1	Name of the client/description of the client: Relevant Experience (can be more than one):	
2	Description of the assignment:	
3	Duration of the assignment (in months) as per the agreement:	
4	Start date:	
5	End date:	
6	Faculty size for the assignment (full time members): Other experience with the client:	
7	Duration of all the training assignments for the client (in months):	
8	No. of professional staff provided for all the training assignments for the client:	
9	Terms of reference	
10	Impact Achieved	
11	Any other relevant information	

(Please include client references / commendation letters, if any)

Reference letter from Senior Executive of the client to be attached regarding the successful completion.

Signature:

Name:

Designation:

Date:

Seal of the Institute / Organization:

Annexure VII

Projects/Programme Dropped without Completion

Use the format below to provide information about programmes for which your Institute/Organization was legally contracted for carrying out consulting or training 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/programme 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 VIII

Faculty Composition and Tasks assigned

This annexure must be filled up in respect of all the team members who have directly associated with the any Bank/any financial institutions/any other institutions for any completed/undergoing Training Programme.

Sr. No.	Name	Present position	Experience in (No of Years)		Area of expertise	Task/Role in any existing/current programme
			Overall transformation assignment undertaken	L&D With Present Institute		

Signature:
Name:
Designation:
Date:

Annexure IX

Format for Curriculum Vitae (CV) of the Professionals involved in the Existing assignments

Use the format below to provide information on key people (on each individual) who have already executed any of training programme for the past 5 years

Name of the Personnel:	
Name of the Institute/Organization:	
Current Position and designation in the Institute/Organization:	
Nationality	
Language Proficiency	
Qualifications (Technical and Academic with year of passing)	
Role of the member and Task proposed (Programme Coordinator, Expert, Members, Researcher, etc.)	
Areas of expertise:	
Period of experience:	
Work undertaken that best illustrates capability to handle the tasks assigned:	
Detailed Tasks Assigned (Past 5 years): (Giving a brief outline of person's experience and training most pertinent to task on assignment. Describe degree of responsibility held by the person on relevant previous assignments and give dates and locations).	
Employment Record: (Starting with present position, list in reverse order)	

(Note: To be supported by client references)

Signature:

Name:

Designation:

Date:

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

Partners are requested to present the technical proposal with their approach, methodology in the form of brief write up under following 5 sections:

1) Experience & Capability

Brief information on the Partner's organizational set-up, size, and experience in L&D ecosystem, expertise in the areas of scope & deliverables given in section III .Details of similar type of work undertaken for Indian Public Sector Banks / Private Sector Banks / Financial Institutions. Partner's international set-up and experience if any.

2) Understanding of Scope of work

Details of Partner'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 Partner(s) 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) Faculty Composition

This chapter should contain details of the faculty composition, key executives proposed in various stages of the programme. Partner should also contain the details of key experts and technical staff responsible for each of main disciplines of assignment.

5) Transfer of Knowledge

Partner's plan and methodology for transfer of knowledge, enablement and building capabilities at the Bank for scale up and sustainability as also institutionalizing the processes and systems.

Signature:

Name:

Designation:

Date:

Annexure XI

Evaluation of Technical Bid

Sr. No.	Evaluation Parameter	Maximum Marks	Criteria	Marks
1.	Presentation	30		
1.1	Proposed Design, Methodology and comprehensiveness of the scope & deliverables covered	20	-	
1.2	Demonstration of in-house capabilities for mid & senior level executive training/ education using technology (with Apps, Modules, Simulations and Quizzes) including developing content, materials, case material, joint research etc.	5	-	
1.3	Clarity in proposing measurable outcome/ impact	5	-	
2.	Experience	45		
2.1	Number of different organizations served in giving training to senior executives of Banking & Financial Services organizations in preceding 5 years (work order or any valid document need to be provided as a proof)	20	>6	20
			3 to 6	15
			< 3	10
2.2	Average years of experience and profile of the faculty members & subject matter experts in the Banking & Financial Services Industry or as relevant to the 09 domains, i.e. Operations, Credit, Risk, Sales & Marketing, Corporate Advances & Treasury, Rural Banking & Financial Inclusion, Strategy & Finance, Human Resources and Digital Transformation (Experience certificate or any valid document need to be provided as a proof for 5 faculty members/ subject matter experts)	10	>10 years	10
			5 to 10 years	8
			<5 years	6
2.3	Number of National/ International research papers and case studies published in the last financial year by faculty members i.e., FY 2024-25 (Valid proof for publication as well as faculty members to be provided)	10	45+	10
			25-45	8
			<25	6
2.4	Number of certification courses provided by the institute in the Banking & Financial Services Industry or as relevant to the 09 themes mentioned above (Work order or any valid document proof to be provided)	5	2-5	5
			<2	3

3.	Organization's Credentials	20		
3.1	Should be a Premier Academic Institute of National/ International repute (Preference will be given to those who are amongst the Top 100 Global Management Institute as per Financial Times Global MBA Rankings 2025 or top 100 colleges in the NIRF Rankings, 2025)	15	Top 100 in FT Global Rankings OR Top 10 in NIRF rankings	15
			11 - 25 in NIRF Rankings	10
			26-50 in NIRF Rankings	8
			51-100 in NIRF Rankings	5
3.2	Global tie-ups for courses related to Banking & Financial Services topics (Tie-up letter or any valid document proof to be provided)	5	> 2	5
			1-2	2
4.	Organization's Existence in India Number of years of operation/existence in India as on date of RFP issuance (proof of Commencement of business to be provided)	5	>10 years	5
			5 to 10 years	3
	Total	100		

Place:

Signature:

Date:

Name & Designation:

Business Address:

Annexure XII

Indemnity Bond

This DEED OF INDEMNITY made on the ___ day of _____ by _____ (hereinafter referred to as the "Institute") which expression shall unless repugnant to the context mean and include its successors and permitted assigns of the one part in favour of UNION BANK OF INDIA a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its head office at 239, Vidhan Bhavan Marg, Nariman Point Mumbai-400021 (hereinafter referred to as the "Bank") which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors and assigns of the other part.

WHEREAS the Bank, has floated the RFP for bearing No. ___ dated _____ and corrigendum thereto dated ___.

AND WHEREAS the said Institute has participated in the said RFP and has been issued with Letter of Empanelment bearing No..... dated

AND WHEREAS one of the terms and conditions of the RFP is that the Bidder has to execute an Indemnity Bond in favour of the Bank.

NOW THIS INDENTURE WITNESSETH that in pursuance of the said Letter of Empanelment, the Institute hereby covenants with the Bank and its successors in title that the Institute will at all times hereafter keep the Bank fully indemnified against all losses, actions, proceedings, claims, suits, damage and any other expenses and costs for causes attributable to the Institute or their representatives.

In witness whereof, the above-named Partner Institute has executed this Indemnity Bond at _____ on this ___ day of _____

Executant
(Seal and Signature)

Witness

1.

2.

To be attested by a notary.

Confidentiality / Non-Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of ____, 2026 and shall be deemed to have become in full force and effect from _____ (the “Effective Date”).

BY and between M/s. _____ a company incorporated under the provisions of the Companies Act, _____, having its registered office at _____ (hereinafter referred to as “Bidder” and/or the “Receiving Party”, 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 corresponding new bank constituted under Section 3 of the 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” and/or “Bank” and/or the “Disclosing Party”, 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.

The Bidder and the Bank shall hereinafter, wherever the context so permits, be 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) Partner inter-alia is engaged in the business of providing services related to scope & deliverables given in section III of RFP, 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 the RFP and the Letter of Empanelment dated _____.
- iii) The terms of this Agreement are solely intended to cover information exchanged between the Parties in connection with discussions that are not otherwise covered by a mutually signed non-disclosure agreement, order form, statement of work, or Service Level Agreement.
- iv) To the extent that information exchanged is exchanged under a mutually signed non-disclosure agreement, order form, statement of work, or Service Level Agreement, then the provisions of those agreements shall govern.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement “Confidential Information” means all information belonging to the Disclosing Party

that is or shall be disclosed to the Receiving Party by the Disclosing Party in connection with the business transacted/ to be transacted between the Parties and the Purpose. 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 and the Purpose.

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:

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:

- disclose, transmit, reproduce, or make available any such Confidential Information to any person firm, company, or any other entity other than its directors, partners, 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
- 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
- disclose, announce, or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the Disclosing Party, its clients, Affiliates or itself in connection with any project/assignment; or
- 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 Affiliates or any member of their group or their projects.

3. The Receiving Party also agrees and accepts that it shall:

- 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 any inadvertent disclosure;
- keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- 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
- upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort, 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.

4. 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;

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 Affiliates 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.

5. 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 practicable to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the opportunity for the Disclosing Party to contest such disclosure or otherwise to agree the timing and content of such disclosure.

6. 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 or Affiliates 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.

7. 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.

8. Remedies and Relief:

The Parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients or Affiliates 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 or Affiliates, 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 Advocates' / counsels' 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 Advocates' / counsels' fees.]

9. No Assignment

This Agreement shall not be assigned by the Bidder, by operation of law or otherwise, without the prior written consent of the Bank. This Agreement shall inure to the benefit of and will be binding upon the Parties' respective successors and permitted assigns.

10. 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.

11. 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.

12. 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.

13. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for a period of 3 years therefrom, except if terminated by the Bank at an earlier date, at the sole discretion of the Bank, by giving written notice to effect the same. This Agreement may also be extended for an additional period at the sole discretion of the Bank. 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. 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.

14. 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.

15. Indemnity

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

16. Modification

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

17. 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.

18. 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 _____, 2026

Signed and delivered by
M/s _____
Signed by:
Name
Title
In the presence of

Signed and delivered by
Union Bank of India
Signed by:
Name
Title
In the presence of

.....

.....

Annexure XIV

Bid Query Format
(To be submitted by all Bidders' on their letter head)

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

Sl. No.	Clause no.	Page no.	Clause	Query	Bank Response

Place:

Signature:

Date:

Name & Designation:

Business Address:

Annexure XV

Know Your Employee (KYE) Clause

(Bidder has to submit Undertaking on the company/firm letter head as per format given below).

1. We _____ (name of the company) hereby confirm that all the Resource (both on-site and off-site) deployed/to be deployed on Bank's project for _____ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

2. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.

3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials in Bank premises for _____ (Name of the RFP).”

Signature of Competent Authority with firm/ company's seal/stamp

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

Declaration for Compliance

(To be submitted by all Bidders' on their letter head)

(All Terms and Conditions including scope of work except technical specifications)

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Name

Date

Seal/stamp of company/firm:

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Signature:

Name

Date

Seal/stamp of company/firm:

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

Annexure XVII

**Compliance to RFP Terms & Conditions
 (To be submitted by all Bidders' on their letter head)**

Sr. No.	Clause Details	Bidder's Compliance (Yes/ No)
1	Introduction and Purpose	
2	Objective of the RFP	
3	Confidentiality	
4	Information Provided in RFP	
5	No Legal Relationship	
6	Recipient Obligation to Inform Itself	
7	Evaluation of Offers	
8	Acceptance of Terms	
9	Costs Borne by the Respondents	
10	Integrity Pact (IP)	
11	RFP Response Terms	
12	Modifications and Withdrawals of Bids	
13	Format of Bids	
14	Notifications	
15	Process & Time Frame	
16	Empanelment Period	
17	Other Terms and Conditions of RFP	
18	General Terms and Conditions	
19	Capability to take up Assignment	
20	Substitution of Programme Faculty Members	
21	Single Point of Contact	
22	Adherence to Standards	
23	Payment Terms	
24	Non-Payment of Cost of the Programme	
25	Charges Terms	
26	Penalty and Liquidated Damages	
27	Professionalism	
28	Audit	
29	Force Majeure	
30	Authorized Signatory	
31	Applicable Law and Jurisdiction of Court	
32	Indemnity	
33	Erasers or Alterations	
34	Right to Reject Bids	
35	Assignment	
36	Non-Solicitation	
37	No Employer-Employee Relationship	
38	Vicarious Liability	

39	Termination of Contract and Compensation	
40	Conflict of Interest	
41	Dispute Resolution	
42	Representation & Warranties	
43	Publicity	
44	Compliance to DPDP Act	
45	Normalization of Bids	
46	Minimum wages and compliance of Laws	
47	Adherence to Cyber Security Systems	

Place:

Date:

Authorized Signatory:

Name & Designation:

Business Address & email id:

Annexure XVIII

Checklist of Documents to be submitted

Sr. No.	Documents to be submitted	Format as per	Yes/No
1.	Letter of Acceptance	Annexure I	
2.	Eligibility Criteria	Annexure II	
3.	Integrity Pact	Annexure III	
4.	Form of Self Affidavit / Declaration	Annexure IV	
5.	Certificate of Incorporation /Registration Certificate of Commencement of Commercial Operation (in case of Public Ltd company)	Certified Copy	
6.	Bidders Information	Annexure V	
7.	Relevant experience	Annexure VI	
8.	Projects/Programmes Dropped without Completion	Annexure VII	
9.	Proposed Faculty Composition and Tasks assigned	Annexure VIII	
10.	Format for Curriculum Vitae (CV) of Professionals to be involved in Training Programme	Annexure IX	
11.	Detailed Technical Proposal- Capability, Approach, Methodology and Work Plan	Annexure X	
12.	Evaluation of Technical Bid	Annexure XI	
13.	Indemnity Bond	Annexure XII	
14.	Confidentiality / Non-Disclosure Agreement	Annexure XIII	
15.	Bid Query Format	Annexure XIV	
16.	Know Your Employee (KYE) Clause	Annexure XV	
17.	Declaration for Compliance	Annexure XVI	
18.	Compliance to RFP Terms & Conditions	Annexure XVII	
19.	Checklist of Documents to be submitted	Annexure XVIII	