

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

CANFIN HOMES LTD
(Registered Office: BANGALORE)

Request for Proposal (RFP)
For
“RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

TENDER.REF. NO: RFP-REC/01/2025-26

Date of commencement of issue of RFP	: 24.05.2025
Last date for receipt of queries on RFP	: 27.05.2025 at 17:00 hrs.
Last date for Bid Submission of RFP	: 30.05.2025 at 17:00 hrs.
Date of Opening of Bids of RFP	: 31.05.2025 at 14:00 hrs.

ISSUED BY : CHIEF MANAGER
CANFIN HOMES LTD
REGISTERED OFFICE, 29/01, SIR M N KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE 560 004

=====
Contact Numbers: 7892199936/7625079518
Email: Recovery@canfinhomes.com

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

Bid Details: Request for Proposal- Bid for setting up of Out Bound Call Unit for Can Fin Homes Ltd

Sl. No.	Description	Details
1.	RFP No. and date	TENDER.REF. NO.: RFP-REC/01/2025-26
2.	Brief Description of the RFP	Request for Proposal- Bid for setting up of Out Bound Call Unit for Can Fin Homes Ltd
3.	Company's Address for Communication and Submission of Tender	CHIEF MANAGER CAN FIN HOMES LTD REGISTERED OFFICE, 29/01, SIR M N KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004 Mb - 7892199936/7625079518 Email: Recovery@canfinhomes.com
4.	Date of Issue	24.05.2025 (Saturday)
5.	Last date for receipt of queries on RFP	27.05.2025 at 17:00 hrs. Email: Recovery@canfinhomes.com
6.	Pre-bid Meeting Date & Time	1. Physical Pre-bid meeting will be held on 28.05.2025 at 16:00 hrs. Venue: Can Fin Homes Ltd, Registered Office, 29/01 Sir M N Krishna Rao Road, Basavanagudi, Bangalore - 560004. 2. Pre-bid queries should be submitted as per Appendix-D
7.	Last Date of submission of Bids	30.05.2025 at 17.00 hrs.
8.	Date and time opening of Part A, conformity to Eligibility criteria.	31.05.2025 at 14:00 hrs.
9.	Date and time opening of Part-B and commercial bid Part-C.	Will be intimated at later date.

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DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Can Fin Homes Ltd, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Can Fin Homes Ltd to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Can Fin Homes Ltd 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. The information contained in the RFP document is selective and is subject to updation, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Can Fin Homes Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Can Fin Homes Ltd (CFHL), reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be communicated to the bidders and it will become part and parcel of RFP.

Can Fin Homes Ltd in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Can Fin Homes Ltd reserves the right to reject any or all the request for Proposal received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Can Fin Homes Ltd shall be final, conclusive and binding on all the parties.

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1. Introduction:

Can Fin Homes Ltd, was incorporated in the year 1987, "The International Year of Shelter for the Homeless". The main objective of setting up the company was, promoting home ownership and increasing the housing stock in the country. Company is having its Registered office at 29/1, Sir M N Krishna Rao Road, Basavanagudi, Bangalore 560004. The company has around 200+ branches/offices spread across various locations of the country and all these branches and satellite offices are linked to the Registered Office through a Core banking platform. Being a south based company, 70% of its branches are located in southern India and the remaining 30% in Northern India.

2. About RFP:

The Company intends to setup Recovery Outbound Call Unit by engaging a vendor who is well experienced in such activities. In this connection, Company invites sealed offers ('Part-A Conformity to Eligibility Criteria', 'Part-B Scope ' and 'Part -C Commercial Bid') for Recovery Outbound Call Unit for Can Fin Homes as per the Terms & Conditions, Requirements and Scope of Work described elsewhere in this document.

Note: This RFP should not be considered as a statement of intent for availing the services, unless a purchase order or notification of award is published by Can Fin Homes if any, as an end result of this RFP process.

3. Objective:

The Company is looking at a highly professional relationship with the Bidder for setting up of recovery Outbound Call Unit for recovery of loan accounts categorized as Special Mention Accounts.

4. Requirement Details

Company invites sealed offers ('Part-A Conformity to Eligibility Criteria', 'Part-B Scope ' and 'Part-C Commercial Bid') from eligible bidders for setting up of Recovery Outbound Call Unit for Can Fin Homes Ltd as per the Terms & Conditions, Scope of Work is described elsewhere in this document. This RFP consists of the requirement as given below:

Sl. No	Item details
1	10 Well trained and dedicated personnel to make calls to SMA customers to avoid slippage of such accounts to the next bucket. Refer Annexure VII for detailed Scope of Work.
2	Calls will be made in five languages i.e., English, Hindi, Kannada, Tamil & Telugu, thus covering pan India SMA accounts.
3	Compliance of Labor law and regulations.

5. Eligibility Criteria:

- A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and shall set up recovery outbound call unit for Can Fin Homes Ltd shall hereinafter be referred as "Services".
- Interested Bidders, who can set up recovery call unit for Can Fin Homes Ltd and meet the Pre-Qualification Criteria as per [ANNEXURE-III](#), may respond.

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- Can Fin Homes, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection/disqualification of the offer.

6. Scope of Work:

- 6.1 The Scope of work shall include but not limited to the details as mentioned in [ANNEXURE-VII](#). Bidder has to conform compliance to the Scope of Work as mentioned in [ANNEXURE-VII](#). The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 6.2 The Bidder should deploy adequate number of trained agents for making calls. The Bidder should have been in call center services providing channel since 2 years for conducting the Recovery outbound call unit.
- 6.3 The end-to-end plan should be shared including the methodology, Tools being used, timelines, dependencies, milestones, deliverables and prerequisites for setting up of Recovery outbound call Unit.
- 6.4 **Project Completion and Management:** For smooth completion of project, the Bidder should have dedicated point of contact for Can Fin Homes and also proposed set up should be offered in Bengaluru.

7. Bidding Process (Three Part Offer):

Bid shall have the following 3 (Three) parts; Part-A Eligibility conformity, Part-B scope & Part C-Commercial. The three parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Chief Manager , Can Fin Homes Ltd, 29/01 - Sir MN Krishna Rao Road, Basavanagudi, Bangalore 560004 and duly super-scribed “Part-A Eligibility conformity for Conducting Data Migration Audit for Can Fin Homes Ltd”, “Part-B Scope for setting up of Recovery Outbound call Unit for Can Fin Homes Ltd” and “Part-C Indicative Commercial for of Recovery Outbound call Unit for Can Fin Homes Ltd”. These covers should also indicate name, address and contacts of the bidder submitting the offers.

Part-A - Eligibility Conformity:

Indicating their compliance to Eligibility Criteria. The format for setting up of Recovery Outbound call Unit submission of Conformity to Eligibility Criteria is as per **APPENDIX-A**.

Part-B -Scope:

Indicating the response to the Scope for setting up of Recovery Outbound Call Unit for Can Fin Homes Ltd. The format for submission of the Part-B Scope is as per **APPENDIX-B**. Part-B Scope will NOT contain any pricing or commercial information at all. Scope of the work is documented in [Appendix-VII](#).

Part-C - Commercial Proposal:

Furnishing all relevant information as required as per Bill of Material as per [ANNEXURE-XI](#). The format for submission of Commercial bid is as per **APPENDIX-C**.

In the first stage, only **Part-A** will be opened and evaluated. Those bidders satisfying the eligibility criteria as determined by the CFHL and accepting the terms and conditions of this document shall be short-listed for opening **Part-B**.

The offers should be hand delivered to the given address before the stipulated date and time. In case designated date of bid submission is declared to be public holiday, the bid shall be submitted on next working day at the same time.

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The submissions to be made by the bidders as provided in the Annexures/Appendices to this RFP should be in the Bidder’s letter head duly signed by Authorized signatory of the Bidder’s firm.

8. Evaluation Criterion:

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

Scoring matrix:

Sl. No	Criteria	Evaluation Parameters	Weightage		Documents Required
			Criteria Total	Sub criteria	
			30		
A	Company Turnover	Minimum turnover >2 Crores = 5 Marks, 1-2 Crores = 3 Marks, <1 Crores = 1 Marks		5	Proof/ declaration Required
B	Capacity and infrastructure for the seating of 10 agents in one place	≥10 agents = 5 Marks < 10 agents = 2 Marks		5	Proof/ photocopy Required
C	Should have reputed Companies / Banks on their list of clientele - call centre service providing channel since 2 years (Purchase order / Confirmation Letters)	≥3 Companies / Banks = 5 Marks, 2 Companies / Banks = 3 Marks, 1 Companies / Banks = 2 Marks		5	PO copy from the client Required
D	References from the clients for whom recovery call centre services are provided and have been implemented	≥2 Companies / Banks = 3 Marks, 1 Companies / Banks = 1 Marks,		3	Proof Required
E	10 well trained and dedicated personnel to make calls to SMA customers to avoid slippage of such accounts to the next bucket. - Calls will be made in five languages i.e., English, Hindi, Kannada, Tamil & Telugu	Proof/ declaration submitted Yes =2 Marks No = 0 Marks		2	Proof/ declaration Required

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F	Presentation cum interview			10	
	I. Quality of document presentation	Max = 2 Marks			
	II. Product demo	Max = 2 Marks			
	III. Bidders methodology	Max = 2 Marks			
	IV. Audit compliance & Quality checks	Max = 2 Marks			
	V. Solution scalability - Future	Max = 2 Marks			
	Technical Specifications				

Technical Specifications	Marks Allotted **	Supported Documents
A maximum of 20 Channels connection with the Solution Telephony software with Customer Relationship Management (CRM) '1600' virtual telephone series (Cloud / SIP based on the feasibility of proposed solution by the successful Bidder) will be provided by Can Fin Homes Ltd for making service calls to the customers.	5	Must be submitted in PART-B (Technical Proposal)
Total login hours available per month would be 184, with daily reporting of productive and non-productive hours.	5	Must be submitted in PART-B (Technical Proposal)
Recorded calls should be audited at any point of time. Maximum number of calls should be made effectively during the login hours on account of the auto-dialer facility.	5	Must be submitted in PART-B (Technical Proposal)
The proposed solution should allow call scheduling and follow up calls or particular telephone numbers on specific dates and time. The responses from the customers on each call shall be recorded in the solution.	5	Must be submitted in PART-B (Technical Proposal)
should be recorded in the system, enabling report generation at the end of the day (Disposition reports).	4	Must be submitted in PART-B (Technical Proposal)
The built in CRM should indicate the details of customers like name, address, Account number, Overdue amount, Overdue date etc.	3	Must be submitted in PART-B (Technical Proposal)
Subject to availability of Application Program Interfaces, data should be pulled from any system. SMS/ E mail gateway should also be provided along with voice blast / chat for undertaking continuous follow-up until recovery of dues.	5	Must be submitted in PART-B (Technical Proposal)
Provision of IP phone/ Web based solution with head set and SIP Trunk / cloud facility to aid clear conversations.	2	Must be submitted in PART-B (Technical Proposal)
Systems hardware & software, Connectivity, Telephony services, Premises, specifications and Seating arrangements	2	Must be submitted in PART-B (Technical Proposal)

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No of agents, working hours, agent leave, duration of calls	2	Must be submitted in PART-B (Technical Proposal)
Monitoring - Daily, weekly, monthly MIS reports	4	Must be submitted in PART-B (Technical Proposal)
Product testimonials	2	Must be submitted in PART-B (Technical Proposal)
Infrastructure and process - Provision of IP Phone/ web-based solution with cloud / SIP trunk and calls to be made in five languages	4	Must be submitted in PART-B (Technical Proposal)
complete details with end to end architecture	4	Must be submitted in PART-B (Technical Proposal)
virtual recorded/ live samples of the outbound call services	4	Must be submitted in PART-B (Technical Proposal)
Backup process	4	Must be submitted in PART-B (Technical Proposal)
Compute Services - Shared or Dedicated	2	Must be submitted in PART-B (Technical Proposal)
Features - Agent, Supervisor	4	Must be submitted in PART-B (Technical Proposal)
Monitoring - System, Process	4	Must be submitted in PART-B (Technical Proposal)
Total	70	

8.1 Evaluation of Part-B Bids:

8.1.1 The Company’s evaluation of the Part-B bids will take into account the following factors and based on such evaluation the technically qualified bidders will be short-listed:

- Conformation to pre-qualification criteria.
- Compliance of terms and conditions stipulated in the RFP duly supported by certified documentary evidence called for therein.
- Review of written reply, if any, submitted in response to the clarification sought by the Company, if any.

8.1.2 CFHL reserves the right to reject an offer under any of the following circumstances:

- Offer is incomplete and/or not accompanied by all stipulated documents.
- Offer is not in conformity with the terms and conditions stipulated in this document.
- The three parts as stated above should be placed in three separate envelopes super scribed with ‘Part-A Conformity to Eligibility Criteria’, ‘Part-B Scope’ and ‘Part-C Commercial Bid’ respectively and properly closed and sealed. Thereafter, all three envelopes shall be placed inside another envelope and properly closed and sealed. Failure to submit the same as above will result in bidder getting disqualified in the bidding process.
- CFHL reserves the right to reject any or all RFP response or cancel the RFP without assigning any reason whatsoever at any stage.

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9. Amendment of bidding documents:

- 9.1 At any time prior to the date for submission of bids, the company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP by amendments.
- 9.2 Amendments, if any will be notified through email to all prospective Bidders, to whom RFP is shared for submission of bids and will be binding on them.
- 9.3 In order to provide, prospective Bidders, reasonable time to take the amendments, if any, into account for preparing their bid, the company may, at its discretion, extend the last date of submission of bid.

10. Period of validity of Bids

Bids shall remain valid for a period of 180 days from the date of opening of bid or as may be extended from time to time. CFHL reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive/non-compliant, without any correspondence.

11. RFP Requirements:

The Bidder shall comply with Scope of work narrated in [Annexure-VII](#) and adhere to the guidelines issued by Company, Reserve Bank of India (RBI), NHB (National Housing Bank) and other Regulatory bodies related to Setting up of Recovery Outbound Call Unit.

12. Timelines, Deliverables & Service Level Agreements (SLAs)

Delivery of outbound call services is to be made as under:

- A) A maximum of 20 Channels connection with the Solution Telephony software with Customer Relationship Management (CRM)
- B) Total login hours available per month would be 184, with daily reporting of productive and non-productive hours.
- C) Recorded calls should be audited at any point of time. Calls should be made restricted on scripts or otherwise. Maximum number of calls should be made effectively during the login hours on account of the auto-dialer facility.
- D) The system should allow call scheduling and follow up calls on particular telephone numbers on specific dates and time. The responses from the customers on each call should be recorded in the system, enabling report generation at the end of the day (Disposition reports).
- E) The built in CRM should indicate the details of customers like name, address, Account number, Overdue amount, Overdue date etc.
- F) Subject to availability of Application Program Interfaces, data should be pulled from any system. SMS/ E mail gateway should also be provided along with voice blast / chat for undertaking continuous follow-up until recovery of dues.
- G) Provision of IP phone with head set and SIP Trunk facility to aid clear conversations.

Any delay in services/ deteriorating quality of calls will entail the Company to initiate action as stated under the contract conditions. The Company will provide a list indicating the number of accounts of each branch to facilitate recovery.

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I. Security

- Bidder should take adequate security measures to ensure the confidentiality of the information.
- The selected bidder needs to execute NDA (Non-Disclosure Agreement) as per Appendix-F

II. Penalties / Liquidated Damages:

- **Liquidated Damages for non-delivery of Services:** Delay in completion of activities beyond the agreed timelines, shall attract a penalty at the rate of Rs. 1000/- (excl GST) per day delay. However, the total penalty under this clause shall be restricted to 10% (excl GST) of the total monthly cost.
- **Penalties/ Liquidated Damages for non-performance:** If the bidder does not meet the requirements of the RFP during various assessments, the bidder shall rectify the same at bidder's cost to comply with the requirements immediately to ensure completion of the activity.
- If any act or failure by the bidder under the agreement, contravention of the terms and conditions stipulated herein or the terms of Confidentiality agreement executed by Bidder with the Company reserves the right to impose a penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Company reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as and goodwill.
- Company may impose the penalty to the extent of damage to any of its equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- All the above LDs are independent of each other and are applicable separately and concurrently.
- LD is not applicable for the reasons attributable to the Company and Force Majeure.

13. Payment Terms:

- Payment shall be released monthly in arrears from the date of Go live of the solution.
- There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.
- The bidder has to submit documentary proof for completion of activities/services.
- The Company shall finalize the Sign-off and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same while claiming payment.
- Payment will be released within 45 days from submission of relevant documents as per RFP terms.
- The payments will be released through NEFT/RTGS after deducting the applicable LD/Penalty, TDS if any, by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- The penalty amount will be deducted for deficiency in service levels if any for the relevant months.

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14. Documents, Standard Operating Procedures and Manuals:

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the Company.

15. Subcontracting:

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Company.

16. Access to Audit:

Whenever any Government/Regulatory Authority, including but not limited to RBI/NHB requests for information from the Company for any compliance, regulatory or legal purpose relating to the proposal, then upon the Company's request, Bidder shall assist the Company in responding to such a request, by providing the required information to the Company/its authorized representatives, or such a Government/Regulatory authority.

17. Termination for Owner's Convenience

The Company, by written notice sent to the Bidder, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Bidder under the Agreement is terminated and the date upon which such termination becomes effective.

The Work that is complete and ready for commissioning as on the date of Bidder's receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.

18. Settlement of disputes:

- 18.1 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these tender documents or breach thereof shall be settled amicably.
- 18.2 If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The sole arbitrator shall be appointed with the mutual consent of both the parties. The seat of the arbitration shall be Bangalore.
- 18.3 During the arbitration proceedings the bidder shall continue to work under the contract unless otherwise directed in writing by the company.

19. Legal Disputes:

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

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notwithstanding the foregoing, claims for preliminary injunctive relief, other pre-judgement remedies and claims for the Company’s failure to pay for Service(s) in accordance with the Agreement, may be brought in a court of competent jurisdiction over the parties and the subject matter.

20. Governing Law and Jurisdiction:

This agreement shall be governed exclusively by the laws of India and the transaction contemplated herein shall be subject to the exclusive jurisdiction of the competent courts in Bangalore only.

21. Limitation of Liability

In no event shall Can Fin Homes Ltd. be liable for any proven consequential, special, punitive, incidental or indirect damages.

22. Confidentiality:

Vendor acknowledges that it is, may be or will be privy to Confidential Information (as defined below). Vendor agrees it will use the Confidential Information only in furtherance of its work under this Purchase Order and shall not transfer or otherwise disclose the Confidential Information to any third party except as provided for herein. Vendor shall:

(i) Give access to such Confidential Information solely to those of its employees with a need to have access thereto in furtherance of or in connection with this Purchase Order or as required by applicable law; and

(ii) Take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information that Vendor takes with its own confidential information, but in no event shall Vendor apply less than a reasonable standard of care to prevent such disclosure or unauthorized use. As used herein, “Confidential Information” means any and all information relating to Company and any of its respective affiliates that may be received by or be provided to Vendor from time to time, including, without limitation, equipment and business specifications, business records or data, trade secrets, and confidential planning or policy matters, business strategies, internal policies, and procedures, matters subject to attorney-client privilege, and any financial or accounting information, the existence of this or any other agreements or communications between Vendor and Company, and the terms of any such agreement, and all data, reports, interpretations, forecasts and records containing or otherwise reflecting information concerning any such person or entity, together with analysis, compilations, studies or other documents, whether prepared by Vendor or Company, which contain or otherwise reflect such information. Vendor shall not use the Company’s name, or the names of its respective subsidiaries or affiliates, in any sales or marketing publication or advertisement, without the prior written consent of Company.

The Successful bidder shall execute separate NDA on the lines of the format provided in the Appendix-F.

23. Data Protection, Security and Use of Information:

Bidder hereby unequivocally agrees to undertake all measures, including security safeguards, to ensure that the information in the possession or control of the Bidder, as a result of operation of this engagement, is secured and protected against any loss or unauthorized access or use or unauthorized disclosure thereof. It is hereby mutually agreed between the parties that Can Fin Homes Ltd., assumes no responsibility or liability for any misuse of the Confidential Information and other data in the control of Bidder. This clause shall survive the termination or expiration of this order.

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24. Directors and Employees of the Company Not Individually Liable:

No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

25. Defense of Suits:

If any action in court is brought against the Company or an officer or agent of the Company, for the failure, omission or neglect on the part of the bidder to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Vendor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Vendor, shall in such cases indemnify and keep the Company and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

26. Indemnity:

The Bidder shall, at its own expense, defend and indemnify the Company against any third-party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof. Bidder will provide infringement remedies and indemnities for third party Products, on a pass-through basis. If the company is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that be included in a Bidder approved settlement. The Company will issue notice to the Bidder of any such claim without delay and provide reasonable assistance to the Bidder in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Bidder shall also reimburse all incidental costs, which the Company may incur in this regard.

27. Performance Bank Guarantee

The selected Bidder would be required to submit a Performance Bank Guarantee to CFHL for an amount equivalent to 10% of Total Cost of Ownership as mentioned in the purchase order within 30 (Thirty) days of purchase order acceptance date. The Performance Bank Guarantee(s) will be valid for 3 years with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG) and such other extended period which is co-terminus to the life of the work order. The Performance Bank Guarantee(s) should be issued by any Indian Public Sector Bank. A format for Performance Bank Guarantee will be shared with the successful Bidder. The Performance Bank Guarantee is required to protect the interest of purchaser against the risk of non-performance of the successful Bidder in respect of successful implementation of the project which may warrant the invoking of Performance Bank Guarantee (PBG), also if any act of the bidder results in imposition of Penalties/Liquidated Damages then CFHL reserves the right to invoke the submitted Performance Bank Guarantee.

28. Visit Rights:

CFHL and/or its authorized representatives, including auditors, consultants shall have the right to visit any of the Bidder's premises with prior notice. RBI or any regulatory body can conduct audit without notice.

The Bidder will have to cooperate with the authorized representative/s of CFHL and/or regulators and will have to provide access to the Selected Bidder's IT infrastructure, applications, data, documents, and other necessary information/ documents given to, stored or processed by the Selected Bidder and/

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

or its Partners/OEMs in relation to the contract with CFHL. The selected bidder has to facilitate audit of DC/DR sites as requested by CFHL as and when required by CFHL or its appointed representatives and/or regulators.

The successful bidder has to provide access to locations relating to the scope of work defined in this RFP.

29. Compliances to Outsourcing Activities:

The selected bidder should ensure that they are compliant with the Latest Master Directions on

Outsourcing of IT Services by Reserve Bank of India (Circular No: RBI/2023-24/102

DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated April 10, 2023) and its amendments thereof from time to time during the entire tenure of the contract.

30. Due Diligence:

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also, the decision of CFHL on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned after the final declaration of the successful Bidder.

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

ANNEXURES

31. ANNEXURE-I: Checklist:

Checklist

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
	Details	
NA	Index of all documents submitted with page numbers	
NA	Power of Attorney/Authorization letter signed by competent authority with the seal of bidder's company/firm in the name of person signing the tender documents.	
I	Check List	
II	Bid Covering Letter Format	
III	Pre-Qualification (Eligibility) Criteria Declaration and all associated documents as per ANNEXURE-III	
IV	Bidders Information	
V	Acceptance of Terms and Conditions	
ANNEXURES (To be submitted with Part-B -Scope)		
VI	PART-B Covering Letter format	
VII	Scope of Work - Compliance to scope as per Annexure-VII , document describing Quality of solution, approach Methodology and timelines proposed	
VIII	Undertaking of Authenticity	
IX	KYE Undertaking	
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
X	Commercial Bid Covering Letter Format	
XI	Bill of Material	

Bidders to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with seal

Name:

Designation :

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

32. ANNEXURE -II: Bid Covering Letter Format

Bid Covering letter

Reference No:

Date:

TO
CHIEF MANAGER,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Conducting of Recovery Outbound Call Unit for Can Fin Homes Ltd.

Ref: REF. NO: RFP-REC/01/2025-26

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete this Audit and issuance of final compliance certificate as documented in section “[Timelines, Deliverables & Service Level Agreements \(SLAs\)](#)” above.

We agree to abide by this offer till 180 days from the date of opening of bid and for such further period as mutually agreed between the Company and successful bidder, and agreed to in writing by the bidder. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or Authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Company is not bound to accept the lowest or any offer the Company may receive without assigning any reason whatsoever.

Signature:

Authorized Signatory:

Seal of company

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

33. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration

A Bidder submitting the proposal in response to this RFP who shall conduct pre and post data migration audit for Core Business Solution and meeting the following Eligibility Criteria may respond:

Sl. No.	Eligibility Criteria	Documents to be submitted with this RFP	Compliance (Yes/No)
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013 or Partnership firm or LLP and should have been in operation for last three years as on RFP date.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of incorporation in case Private Limited Company, issued by the Registrar of Companies. The registration no. of the firm /company along with Sales/GST Tax no. / Valid IT Certificate /Certificate of Incorporation/other relevant certificates if any.	
2	The Bidder should have experienced in setting up recovery call center mentioned under Scope of Work, at least once during the period i.e., 01/01/2022 to 01/01/2025 in BFSI sector organization/NBFC/ Scheduled Commercial Banks/ Government Departments / PSU / Housing Finance Company in India or listed company in India.	The Bidder has to provide order copy or reference Letter in their name from BFSI sector organization/NBFC/ Scheduled Commercial Banks/ Government Departments / PSU / Housing Finance Company in India or listed company in India.	
3	Turnover & profitability The bidder should have reported minimum annual turnover of Rs. 2 crores and should have reported profits	Certified copies of Audited Financial Statements or certificate from Auditors providing the Turn Over & net profit details in at least 2 (Latest) out of last 4 financial years (FY 24-25, FY 23-24, FY 22-23, FY 21-22).	
4	The Bidder should have their call center office to support the activity (Location including Bangalore preferred)	The Bidders to furnish the address and contact details of their support office and representative to support this Activity.	

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

5	The Bidder should not be a blacklisted/debarred company and not involved any legal case as on date of submission of RFP by any Government entity, Bank or Financial Institutions.	Bidder should submit self-declaration by authorized signatory to this effect in Company Letter Head.	
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Signature:

Authorized Signatory:

Seal of company

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

34. ANNEXURE -IV: Bidder's Information

Name _____

Constitution _____

Address _____

Names & Addresses of the Partners if applicable _____

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in data migration Audit Activity _____

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

(The information will be kept confidential)

Year	Financial year 2024-25	Financial year 2023-24	Financial year 2022-23	Financial year 2021-22
Operating Profit:				
Total Turnover:				

Dated at _____ this _____ day of _____ 2025.

Signature:

Name:

Date:

Seal of company:

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

35. ANNEXURE -V: Acceptance of Terms and Conditions

To

THE, Chief Manager,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Subject: Your RFP for Conducting Request for Proposal- Bid for setting up of Out Bound Call Unit for Can Fin Homes Ltd.

TENDER.REF. NO.: RFP-REC/01/2025-26

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for setting up of Out Bound Call Unit for Can Fin Homes Ltd. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexures enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of opening of bid.

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

Dated at _____ this _____ day of _____ 2025.

Yours faithfully,

Signatory

Authorized Signatory

Seal of company

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

36. ANNEXURE - VI: - PART-B Bid Covering Letter Format

To,

Date:

THE, Chief Manager
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

SUB: RFP for Recovery Outbound Call Unit for Can Fin Homes Ltd

Ref: Your RFP (RFP-REC/01/2025-26) Dated 24.05.2025

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to set up of Recovery Outbound Call Unit

Sl No	Particulars	Details to be furnished by the Bidder
1	Scope of Work as per ANNEXURE-VII	
2	Name of the Bidder	
3	E-mail address of contact persons from bidder	
4	Details of: Description of business and business background Service profile & Client profile	
5	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
6	Details of similar assignments executed by the bidder during the last ten years in India (Name of the Company, time taken for execution of the assignments and documentary proof from the Company are to be furnished)	
7	List of applicant's customers in last 10 years and details as below may be taken: i) Name and complete postal Address of the customer. ii) Name, designation, Telephone, Fax, Telex Nos., e-mails and	

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

	address of the contact person(customer)	
iii)	Whether reference letter enclosed.	

Declaration:

- a. We confirm that we will abide by all the terms and conditions contained in the RFP.
- b. We hereby unconditionally accept that Company can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- c. All the details mentioned by us are true and correct and if Company observes any misrepresentation of facts on any matter at any stage, Company has the absolute right to reject the proposal and disqualify us from the selection process.
- d. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Company will have the right to disqualify us in case of any such deviations.

Date

Signature with seal

Name:

Designation :

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

37. ANNEXURE - VII: Scope of Work:

The service provider should furnish all the relevant details in the table given below. If the space provided is inadequate, the details can be furnished by way of annexures, enclosing catalogues, Audio/ Video files of out bound call services etc., giving due references therein.

Description	Company's Specifications	Compliance by Bidder (Yes/No)
Scope	Covering pan India SMA accounts Systems hardware & software, Connectivity, Premises and Seating arrangements 1600' virtual telephone series (Cloud / SIP based on the feasibility of proposed solution by the successful Bidder) will be provided by Can Fin Homes Ltd for making service calls to the customers Necessary specifications should be made available for scrutiny. In case the assignment entrusted to the selected agency for recovery outbound calls is not sufficient for utilizing the services of all the 10 agents, then the Company will be at liberty to utilize the services of such number of agents for outbound calls relating to customer care, Investor relations, grievance redressal or other such assignments, at such cost as may be mutually agreed upon and finally acceptable to the Company.	
Process	Out bound calls	
Number of agents	10 members including a Team Leader	
Working hours	The daily working time is limited to 8 hours with lunch and tea breaks. The timing of the calls shall be staggered since working people would not like to speak during working hours in their offices.	

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

Agents leave	One Weekly off and one Casual Leave per month will be the leave entitlement for the agents, apart from 1 earned leave for every 11 working days, which works out to 24 working days per month. Observance of National holidays also.	
Duration of calls (time window)	10 AM to 6 PM, as permitted by TRAI.	
Monitoring	Daily reporting, Weekly and Monthly MIS on results.	

Other conditions:

Description	Company's Specifications	Compliance by Bidder (Yes/No)
Testimonial	Submission of brochures, pamphlets, previous work orders, approvals, letters of appreciation	
Infrastructure and Process	Provision of IP phone/ web-based solution with head set and SIP Trunk/ cloud facility to aid clear conversations. Calls are required be made in five languages i.e., English, Hindi, Kannada, Tamil & Telugu, covering pan India SMA-accounts	
Contract	The validity of the contract is for a period of one year, with a notice period of 3 months on either side, for severance. On the basis of agency's performance, the decision to continue or terminate the contract by giving a notice period of 3 months, will be taken.	
Payment	Payment will be made by us, upon submission of the monthly bills. The service provider has to certify each bill/invoice under the signature of the authorized person.	
Terms & Conditions	The contract will be subject to the terms and conditions prescribed/to be prescribed by the Company. The Company reserves the right to accept or reject the Proposals submitted depending upon the capacity and quality of the service providers. The Company also reserves the right to cancel order at any point of time for the low-quality service provided or for the non-compliance of terms and conditions stipulated by the Company. No dispute or negotiation shall be entertained in this regard and the decision of the Company shall be final and binding on all parties.	

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

Note 1: It may be noted that the specifications/requirements detailed above are only minimum. The service provider should furnish the complete details of the calls made including the status of the accounts with regard to the regularization of accounts. Provision of additional features over & above the minimum specified by Company may be intimated.

Note2: The guidelines of recovery agents as per RBI/NHB norms / rules shall be followed time to time.

Date

Signature with seal

Name:

Designation :

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

38. ANNEXURE - VIII: Undertaking of Authenticity

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To

THE, Chief Manager,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Reg.: Your RFP for Setting up of Recovery Outbound Call Unit for Can Fin Homes Ltd

We submit our Bid Document herewith.

We understand that

You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Company to do so, a contract in the prescribed form. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Vendor means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2025 yours faithfully,

Name:

Signature:

Seal of Company:

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

39. ANNEXURE - IX: KYE Undertaking

(To be submitted by all bidders on their letter head)

To,

THE, Chief Manager
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resources (both on-site and off-site) deployed/to be deployed on Company’s project for _____ (the RFP for setting up of Recovery Outbound Call Unit for Can Fin Homes Ltd) 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 further undertake and agree to save defend and keep harmless and indemnified the Company 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 Company.

Signature of Competent Authority with company seal _____

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 _____

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

40. ANNEXURE – X – Commercial Bid Covering Letter Format

Covering letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No:

Date:

To

THE, Chief Manager
,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for setting up of Recovery Outbound Call Unit for Can Fin Homes Ltd

Ref: Your RFP (RFP-Rec/01/2025-26) Dated 24.05.2025

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per **ANNEXURE-XI** Commercial bid format of the subject RFP along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date

Signature with seal

Name:

Designation:

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

41. ANNEXURE – XI – Bill of Material

(Bill of Material/ Price Schedule)

Amount in Rs

Sl. No.	Description (Recovery Call Centre for Can Fin Homes Ltd.)	Cost Price			
		Cost in Rs	Tax for Column A		Total Cost in Rs*
			B % of tax	C Tax Amt in Rs	
		A			D=A+C
1.	Recovery Call Centre Setup with 10 agents as per Scope of Work mentioned in the RFP for a period of 1 year				
	TOTAL Cost of the project				

Total Cost (D) = Rs _____ (In words Rs _____)

Authorized Signatories

(Name & Designation, seal of the company)

Date:

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX –A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

- 1) Index of all the documents submitted with page numbers.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 3) Checklist as per [ANNEXURE-I](#).
- 4) Bidder's Covering letter as per [ANNEXURE-II](#).
- 5) Pre-Qualification (Eligibility) Criteria declaration as per [ANNEXURE-III](#) with documentary proof in support of the Eligibility Criteria.
- 6) Bidder Information as per [ANNEXURE-IV](#)
- 7) Acceptance of Terms and Conditions as per [ANNEXURE-V](#)

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX-B

Instructions to be noted while preparing/submitting Part B- Scope

The Part-B Scope should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory. Technical Offer for this RFP

shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Technical Bid Covering Letter as per [ANNEXURE-VI](#).
- 3) Required documents as per the Part-B scoring matrix under [ANNEXURE-VII \(Evaluation Criteria\)](#)
- 4) Supporting documents to Technical specifications mentioned in Clause 8. Evaluation Criterion
- 5) Undertaking of Authenticity as per [ANNEXURE-VIII](#).
- 6) KYE Undertaking as per [ANNEXURE-IX](#).
- 7) Project Details as per [APPENDIX-E](#)

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX-C

Instruction to be noted while preparing/submitting **Part C-Commercial Bid**

The commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Commercial Bid Covering letter as per [ANNEXURE-X](#).
2. Bill of Materials (Indicative) as per [ANNEXURE-XI](#).

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX-D

PRE-BID QUERY FORMAT

Sl. No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query (to be left blank for company by the vendor)

Company Seal and Signature

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX-E

Project Details

Project -1

Sl. No	Items	Mandatory (Y/N)	Bidders Response
1	Client Name	Y	
2	Location of the client along with contact person, contact no and email id	Y	
3	Date of Purchase Order received for the project Date of Commencement of Contract: Number of recovery call center setup in last one year:	Y	
4	Nature of project for the Clients (Please list the activities handled by the bidder)	Y	
5	Technologies used in conducting Data migration Audit	Y	
6	Team Size	Y	

Project -2

Sl. No	Items	Mandatory (Y/N)	Bidders Response
1	Client Name	Y	
2	Location of the client along with contact person, contact no and email id	Y	
3	Date of Purchase Order received for the project Date of Commencement of Contract: Number of recovery call center setup in last one year:	Y	
4	Nature of project for the Clients (Please list the activities handled by the bidder)	Y	
5	Technologies used in conducting Data migration Audit	Y	
6	Team Size	Y	

Company Seal and Signature

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

APPENDIX-F

Confidentiality and Non-Disclosure Agreement

This **CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT** (herein referred as “**Agreement**”) is made on this __ day _____ (Month) 2025 (herein referred as ‘**Effective Date**’) between

M/s. Can Fin Homes Ltd, was incorporated in the year 1987, Registered office at 29/1, Sir M N Krishna Rao Road, Basavanagudi, Bangalore 560 004. (Hereinafter referred to as the “**Disclosing Party**”) which expression shall, unless repugnant to or inconsistent with the context or meaning thereof and mean include their successors and assigns of the **FIRST PART**;

AND

_____ a company incorporated under the provisions of the Companies Act, 1956, having its registered office at (hereinafter referred to as “**Receiving Party**”) which expression shall, unless repugnant to or inconsistent with the context or meaning thereof mean and include its successors and permitted assigns), of the **SECOND PART**.

The Disclosing Party and Receiving Party are hereinafter individually referred to as “**Party**” and collectively as “**Parties**”

WHEREAS:

- A. Disclosing Party is engaged in the business of Housing Finance Company having its business across various locations of India.
- B. Receiving Party is engaged in the business of providing the services for Conducting Recovery Outbound call unit.
- C. Disclosing Party has called for submitting the Request for Proposal from interested and eligible parties to conduct Recovery Outbound call unit. Receiving Party has submitted its proposal to render the services and Disclosing Party after duly considering the financial and technical credentials of Receiving Party, agreed to engage Receiving Party to conduct the Recovery Outbound call unit.
- D. In the process of availing the said services by Receiving Party the Disclosing Party shall be disclosing certain confidential information to Receiving Party in respect of their business.

NOW, THEREFORE, in consideration for the mutual promises and covenants hereunder the Parties agree as follows:

1. DEFINITIONS

- A. “**Confidential Information**” means the information disclosed or submitted to the Receiving Party by the disclosing Party, in written, representation, electronic, verbal or other form and includes but not limited to all data, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, financial information, human resource information and any other information disclosed or submitted from the Effective Date of this Agreement or thereafter including without limitation, the information on the contents and existence of this Agreement and analysis, compilations, studies and other documents which contain any Confidential Information. Confidential Information disclosed orally shall be considered Confidential Information only if: (i)

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within three (3) days of disclosure by the disclosing Party.

- B. “**Representative**” of a Party means any employee, director, advisor, affiliate, investor, potential financing source or any other person concerned or acting on their behalf.

2. NON-DISCLOSURE

- A. The Confidential Information divulged by the Disclosing Party to the Receiving Party will be received and treated by the Receiving Party as confidential and the Receiving Party shall not, without the prior consent of the Disclosing Party or as expressly permitted herein, disclose or make available to any other person, or use or allow others to disclose or use, the Confidential Information in any manner whatsoever other than for the sole purpose as described in clause 2(B) below.
- B. Notwithstanding the provisions of clause 2(A) above, the Receiving Party may disclose the Confidential Information disclosed under this Agreement to its Representatives on a “need to know” basis, for the sole purpose of executing the contract awarded to them by disclosing party.
- C. The Receiving Party and its Representatives shall exercise no lesser security or degree of care than it applies to its own Confidential Information of an equivalent nature, but in any event not less than the degree of care which a reasonable person with knowledge of the confidential nature of the information would exercise.
- D. The Confidential Information shall not be copied or reproduced by the Receiving Party or its Representatives at any time except on a “need basis” for the purpose of executing the contract awarded to them by disclosing party.
- E. Notwithstanding anything to the contrary contained herein, the Receiving Party and any of its Representatives shall be entitled to disclose Confidential Information if required by law, rule, regulation (including the regulations of any relevant securities exchange), court order or any order from a regulatory, statutory or governmental authority of any jurisdiction or other legal or judicial process of any jurisdiction.

3. EXCEPTIONS

The Receiving Party's obligations in this Agreement, shall not apply to any information, which:

- A. at the time of its disclosure, is in public domain or which after disclosure becomes part of public domain through no fault of the Receiving Party or its Representatives; or
- B. prior to its disclosure to the Receiving Party in connection with the Transaction was already in the possession of the Receiving Party or thereafter becomes known to the Receiving Party on a non-confidential basis from a source other than the disclosing Party; or
- C. is or has been developed independently by the Receiving Party without reference to or reliance on the disclosing Party's Confidential Information.
- D. The Party using or disclosing any information with reference to any of these exceptions bears the burden of proof to establish that the relevant exception applies.

REQUEST FOR PROPOSAL (RFP) FOR “RECOVERY OUTBOUND CALL UNIT FOR CAN FIN HOMES LTD”

4 TERM

This Agreement shall remain valid and binding on the Parties till One year from the Effective Date of this Agreement.

5. MISCELLANEOUS

- A. Subject to express deviations in this agreement, all other terms and conditions including but not limited to Settlement of disputes, Penalties and Liquidated damages, subcontracting etc. shall be co terminus to the conditions stipulated in Request for Proposal issued by Disclosing Party dated _____ for conducting Recovery Outbound call unit

IN WITNESS WHEREOF, this Agreement has been executed by the duly authorized representatives of Disclosing Party and RECEIVING PARTY

Signed and delivered by
M/s _____
Signed by:
Name.....
Designation.....

Signed and delivered by
Can Fin Homes Ltd
Signed by:
Name.....
Designation.....

In the presence of

in the presence of

1.

2.

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