

CANFIN HOMES LTD
(Registered Office: BANGALORE)

Request for Proposal (RFP)
For
“SELECTION OF CONSULTANCY FOR IMPLEMENTING DATA
PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023
FOR CAN FIN HOMES LTD”

TENDER.REF. NO: RFP-CFHL/RMD/IS/20-2025-26

Date of commencement of issue of RFP	: 18.08.2025
Last date for receipt of queries on RFP	: 22.08.2025 at 11:00 hrs.
Last date for Bid Submission of RFP	: 29.08.2025 at 15:00 hrs.
Date of Opening of Bids of RFP	: 29.08.2025 at 15:30 hrs.

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

=====
Contact Numbers : Tel - 080-26565747
Email: info.security@canfinhomes.com

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

**Bid Details: Implementing a data privacy program in compliance with the DPDP Act, 2023
for Can Fin Homes Ltd**

Sl. No.	Description	Details
1.	RFP No. and date	TENDER.REF. NO.: RFP-CFHL/RMD/IS/20-2025-26
2.	Brief Description of the RFP	Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 For Can Fin Homes Ltd.
3.	Company's Address for Communication and Submission of Tender	CHIEF RISK OFFICER CANFIN HOMES LTD, REGISTERED OFFICE, 29/01, SIR M N KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004 Tel - 080-26565747 Email: info.security@canfinhomes.com
4.	Date of Issue	18.08.2025 (Monday)
5.	Last date for receipt of queries on RFP	22.08.2025 at 11:00 hrs. Email: info.security@canfinhomes.com
6.	Pre-bid Meeting Date & Time	1. Physical Pre-bid meeting will be held on 25.08.2025 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	29.08.2025 at 15:00 hrs.
8.	Date and time opening of Part A, conformity to Eligibility criteria.	29.08.2025 at 15:30 hrs.
9.	Date and time opening of technical bid Part-B and commercial bid Part-C.	Will be intimated at later date.

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 published on the Company's Website (www.canfinhomes.com) 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 Proposals 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.

TABLE OF CONTENTS

1. INTRODUCTION -----	7
2. ABOUT RFP -----	7
3. OBJECTIVE -----	7
4. COST OF RFP -----	7
5. DUE DILLIGENCE -----	7
6. REQUIREMENT DETAILS -----	7
7. ELIGIBILITY CRITERIA -----	8
8. SCOPE OF WORK -----	8
9. TECHNICAL/FUNCTIONAL REQUIREMENTS-----	8
10.DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLA) -----	8
11.PAYMENT TERMS -----	9
12.EXIT OPTION AND CONTRACT RE-NEGOTIATION -----	10
13.EXTENSION OF CONTRACT -----	11
14.ORDER CANCELLATION -----	11
15.LOCAL SUPPORT -----	12
16.DOCUMENTS, STANDARD OPERATING PROCEDURES AND MANUALS -----	12
17.SUBCONTRACTING -----	12
18.ACCESS TO AUDIT -----	12
19.ASSIGNMENT AND SUCCESSORS -----	12
20.BIDDING PROCESS (THREE PART OFFER) -----	12
21.EVALUATION CRITERION -----	13
22.AMENDMENT OF BIDDING DOCUMENTS -----	15
23.PERIOD OF VALIDITY OF BIDS -----	16
24.GENERAL CONDITIONS -----	16
25.PERFORMANCE BANK GUARANTEE -----	19
26.ANNEXURE-I: CHECKLIST -----	20
27.ANNEXURE-II: BID COVERING LETTER FORMAT -----	21
28.ANNEXURE-III: PRE-QUALIFICATION CRITERIA -----	22
29.ANNEXURE-IV: BIDDERS INFORMATION -----	24
30.ANNEXURE-V: ACCEPTANCE OF TERMS AND CONDITIONS -----	25
31.ANNEXURE-VI: TECHNICAL BID COVERING LETTER FORMAT -----	26
32.ANNEXURE-VII: FUNCTIONAL / TECHNICAL REQUIREMENTS -----	28
33.ANNEXURE-VIII: UNDERTAKING -----	31
34.ANNEXURE-IX: KYE Undertaking -----	32
35.ANNEXURE- X: COMMERCIAL BID COVERING LETTER FORMAT -----	33
36.ANNEXURE-XI: BILL OF MATERIAL -----	34

ANNEXURES

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
I	Check List	20
II	Bid Covering Letter Format	21
III	Pre-Qualification (Eligibility) Criteria Declaration	22
IV	Bidders Information	24
V	Acceptance of Terms and Conditions	25
ANNEXURES (To be submitted with Part-B -Technical Proposal)		
VI	Technical Bid Covering Letter format	26
VII	Functional / Technical requirements	28
VIII	Undertaking of Authenticity	31
IX	KYE Undertaking	32
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
X	Commercial Bid Covering Letter Format	33
XI	Bill of Material (Indicative)	34

APPENDICES

APPENDICES		
A.	Instructions for Part A-Conformity to Eligibility Criteria	35
B.	Instructions for Part B-Technical Proposal	36
C.	Instructions for Part C-Commercial Bid	37
D.	Pre-Bid Query format	38
E.	Project Details	39
F.	Employee Profiles	40
G.	Confidentiality and Non-Disclosure Agreement	41

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG	Bank Guarantee
CFHL	Can Fin Homes Ltd
RFP	Request for Proposal
DPDPA	Digital Personal Data Protection Act
PBG	Performance Bank Guarantee
SLA	Service Level Agreement
NHB	National Housing Bank
RBI	Reserve Bank Of India
NEFT	National Electronic Fund Transfer
RTGS	Real Time Gross Settlement
TCO	Total Cost of Ownership
LD	Liquidated Damages
DPIA	Data Privacy Impact Assessment
ROPA	Record of Processing Activities
DFD	Data Flow Diagram

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

1. Introduction:

Can Fin Homes Ltd (herein referred to as “Company”, “CFHL”), 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 select a Consultancy for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd. In this connection, Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd as per the Terms & Conditions, Technical 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 who shall be selected as a Consultancy for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd.

4. Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and CFHL will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. 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.

6. Requirement Details

Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal', and 'Commercial Bid') from CERT-In empaneled vendors to select a Consultancy for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd., as per the Terms & Conditions, Technical Requirements, and Scope of Work described elsewhere in this document. This RFP consists of the requirement as given below:

Sl. No	Item details
1	Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 for Can Fin Homes Ltd

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

The Implementation of the Data Privacy Program in Compliance with The DPDP Act, 2023 is to be conducted from the date of acceptance of Purchase Order by the successful bidder as communicated by CFHL.

7. Eligibility Criteria:

- Only those Bidders fulfilling the eligibility criteria should respond to the bid. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in **Annexure-III**.
- A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and shall Provide Consultancy services to Can Fin Homes shall hereinafter be referred as "Services".
- 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.
- 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.

8. Scope of Work:

The scope of work shall include assisting the Company for effective adherence to the obligations of the Digital Personal Data Protection Act 2023 by performing applicability assessment and gap assessment and creating an implementation roadmap to remediate the identified gaps. On the basis of the gaps identified, data privacy framework including supporting guidelines, processes and templates shall be developed along with implementation support to ensure Company's compliance with the DPDPA requirements.

The detailed scope of work is specified in **Annexure-VII** of this RFP.

9. Technical / Functional Requirements:

The Bidder shall comply with the Technical & Functional Requirements narrated in **Annexure-VII** and adhere to the guidelines issued by Company, its sponsor Bank, Reserve Bank of India (RBI), NHB (National Housing Bank) and other Legal / Regulatory bodies related to DPDP Act.

10. Deliverables & Service Level Agreements (SLAs)

I. Performing the Data Privacy Program implementation

- The selected bidder shall proceed to carry out the Service(s) with diligence and care in accordance with any stipulation as to the time, manner, mode, and method of execution contained in the Contract / Agreement and shall meet the standards of good industry practice.
- The selected bidder shall perform the Service(s) and carry out its obligations in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology, procedures and methods.
- The selected bidder shall always act, in respect of any matter relating to the Contract, as professional advisors to CFHL and shall, at all times, support and safeguard CFHL's legitimate interests in any dealing with third parties.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

- The selected bidder shall lead, take part in and monitor progress of all the activities specified in the program of work/ Service(s) and submit weekly progress report about various aspect of the work/Service(s) to CFHL.

II. 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-G

III. Penalties / Liquidated Damages:

- **Liquidated Damages for non-delivery of Services:** Failure to complete the activities within the stipulated and mutually agreed date from the date of commencement of activity shall attract a penalty at the rate of Rs. 1000/- (excl GST) per day. However, the total penalty under this clause shall be restricted to 10% (excl GST) of the project 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 its any 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.

11. Payment Terms:

- No advance payment will be released against purchase order.
- The scope is defined as a stage in commercial bid.
- The vendor has to submit documentary proof for completion of activities.
- 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 shall be released within 30 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.

11.1 Scope-based Deliverables (Serial No. 1 in Bill of Materials):

The payment for the activities and deliverables under Serial No. 1 of the Bill of Materials shall be made in the following structured manner, aligned with the phased completion of the Scope of Work:

- 15% of the total cost shall be released upon successful completion and sign-off of Scope Area 1.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

- 25% of the total cost shall be released upon successful completion and sign-off of Scope Area 2.
- 60% of the total cost shall be released upon successful completion and sign-off of Scope Area 3, including submission of all final deliverables, reports, and documentation as per the agreed scope.

Each milestone payment shall be subject to review, validation, and approval of the deliverables by the designated authority or committee of the CFHL.

11.2 Dedicated Onsite Resource (Serial No. 2 in Bill of Materials):

For the Dedicated Onsite Resource requirement outlined under Serial No. 2 of the Bill of Materials, the payment shall be made on a monthly basis in arrears.

- Payments shall be released post verification of attendance, submission of monthly activity report, and approval by the designated authority or committee of the CFHL.
- Any absence or deviation in resource availability shall be proportionally accounted for in the payment schedule.

12. Exit option and contract re-negotiation:

- a) CFHL reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the “Order Cancellation” herein under.
- b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to CFHL at CFHL’s locations.
- c) The event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the contract, the bidder should facilitate an orderly transfer of services to CFHL or to an alternative 3rd party / bidder nominated by CFHL. Where CFHL elects to transfer the responsibility for service delivery to a number of bidders, CFHL will nominate a bidder who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.
- d) The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services.
- e) The reverse transition services to be provided by the Bidder shall include the following without any extra cost to CFHL:
 - i. The Bidder shall suitably and adequately train CFHL or its designated team for fully and effectively manning, operations.
 - ii. Bidder shall provide adequate documentation thereof.
 - iii. The Bidder shall jointly manage the Operations with CFHL or designated team for a reasonable period of time
- f) Knowledge Transfer: The Bidder shall provide all information, documentation to the satisfaction of CFHL or its designee, for the effective management and maintenance of the Deliverables under this RFP/Purchase Order/contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for supporting the Services.
- g) **Warranties:**
 1. All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of CFHL whichever is applicable. The bidder shall execute any and all such documents as may be necessary in this regard.
 2. The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services to the satisfaction of CFHL, which are required for fully and effectively transitioning the services provided by the bidder under the scope, upon

termination or expiration thereof, for any reason whatsoever.

- h) The rates for availing services during reverse transition period would be the same as payable during the contract period for the respective services as contained and provided in this RFP without any extra cost to CFHL.
- i) The Bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever is for cancellation.
- j) CFHL shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- k) CFHL and the successful bidder shall together prepare the Reverse Transition Plan. However, CFHL shall have the sole decision to ascertain whether such Plan has been complied with.
- l) The Bidder agrees that in the event of cancellation or exit or expiry of the RFP/Purchase Order/contract it would extend all necessary support to CFHL or its selected bidders as would be required.

13.Contract Period

The Contract with selected Bidder will be for a period of twelve months starting from date of the letter of acceptance and can be extended on the company's discretion. The contract will be deemed completed only when all the services are provided along with the associated documentation to the company's employees and accepted by the company as per the requirements of the contract executed between the company and successful bidder.

14. Order Cancellation

CFHL reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to CFHL;

- i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.
- iv. Delay beyond 15 days in acceptance of the order unless requested by the successful bidder and agreed up on by CFHL

In case of order cancellation, any payments made by CFHL to the Bidder for the particular service would necessarily have to be returned to CFHL. Further the Bidder would also be required to compensate CFHL for any loss incurred by CFHL due to the cancellation of the Purchase Order and any additional expenditure to be incurred by CFHL to appoint any other Bidder. The same shall be limited to TCO (Total cost of Ownership).

Termination of Purchase Order/Contract

For Convenience: CFHL, by written notice sent to Bidder, may terminate the Purchase Order/contract in whole or in part at any time for its convenience giving three months' prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. CFHL shall consider request of the bidder for pro-rata payment till the date of termination.

In the event of termination, the successful bidder needs to extend all the support including but not limited to providing the data, knowledge transfer, transition to the new vendor/CFHL or its representatives without any extra cost to CFHL.

15. Local Support:

The bidder should have resources in Bangalore capable of meeting the service & support standards as specified in this RFP, Service support should be available during the implementation period.

16. 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.

17. Subcontracting:

The Bidder 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.

18. 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.

19. Assignment and Successors:

Bidder shall not assign or delegate duties under the RFP or Terms and Conditions, or subcontract any part of the performance required under this RFP, without the express written consent of Company. No such consent shall be deemed to relieve Bidder of its obligations to comply fully with the requirements of the RFP. Subject to the foregoing, the RFP and these Terms and Conditions shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

20. Bidding Process (Three Part Offer):

Bid shall have the following 3 (Three) parts; Eligibility conformity, Technical and Commercial. The three parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Chief Risk Officer, Can Fin Homes Ltd, 29/01 - Sir MN Krishna Rao Road, Basavanagudi, Bangalore 560004 and duly super-scribed "Eligibility conformity for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd.", "Technical Proposal for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd." and "Commercial for implementing a Data Privacy Program in compliance with the DPDP Act, 2023, for Can Fin Homes Ltd.". These covers should also indicate name, address and contacts of the bidder submitting the offers.

20.1 Part-A - Eligibility Conformity:

Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per **APPENDIX-A**.

20.2 Part-B - Technical Proposal:

Indicating the response to the Technical and Functional requirement specification for Selection of Consultancy for Implementing Data Privacy Program In Compliance With The DPDP Act, 2023 For Can Fin Homes Ltd. The format for submission of the Technical Proposal is as per **APPENDIX-B**. Technical proposal will NOT contain any pricing or commercial information at all.

20.3 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 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.

21. 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:

Technical scoring matrix:

S.No	Parameters	Scoring Criteria	Marks
1.	The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 in India and should be providing consultancy services for last 5 years from the date of RFP. Documents required: 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.	Less than or equal to 5 years	5
		For more than 5 years	10
	Maximum Marks		10

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

2.	Experience of the consultancy in India or Abroad (Work experience in India or Abroad will be considered and limited to data privacy regulation like DPDPA, GDPR or other such regulation)	Having experience in Data Privacy consultancy services less than or equal to 3 years	5
	Documents required: Relevant PO/ engagement letter AND signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation, which is acceptable to CFHL against each reference.	Having experience in Data Privacy consultancy services more than 3 years	10
		Maximum Marks	10
3.	Number of engagements of Data Privacy Impact Assessment in the Banks (Public Sector / Private Sector / Foreign Banks), BFSI, / NBFCs / Healthcare in India prior to RFP published date. Documents required: Relevant PO/ engagement letter AND signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation, which is acceptable to CFHL against each reference.	Less than or equal to 3	5
		More than 3	10
	Maximum Marks		10
4.	Percentage of resources being deployed to the proposed project from out of engagements carried out in Sl NO.(3) above. The proposed resources shall have worked in the earlier arrangements for not less than 6 months. Documents required: Self-declaration from Company Secretary/ HR Department on the Company letter head with list of professionals i.e., name, employee id, Qualification, Certification, experience (in years), On company payroll since.	Less than or equal to 50%	05
		More than 50%	10

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

	Maximum Marks	10
5.	Demonstration of in-depth understanding of the Company's requirements, scope of work and through the technical proposal supplemented by Presentation. Documents required: Approach and methodology. Documentation and presentation.	1. Approach and methodology 2. Demonstration of capabilities in implementation 3. DPIA methodology and gap assessment 30
	Maximum Marks	30
Total Technical Score		70

21.1 Evaluation of Technical Bids:

21.1.1 The Company's evaluation of the technical 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.

21.1.2 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 'Conformity to Eligibility Criteria', 'Technical Proposal' and '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, will be disqualified in the bidding process.**

22. Amendment of bidding documents:

- 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.
- 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.
- In order to provide, prospective Bidders, reasonable time to take the amendment into account for preparing their bid, the company may, at its discretion, extend the last date of submission of bid.

23. Period of Validity of Bids

Bids shall remain valid for a period of 180 days from the date of bid opening 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, without any correspondence.

24. GENERAL CONDITIONS:

24.1 Resolution of Disputes:

- a. 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.
- b. 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.
- c. During the arbitration proceedings the bidder shall continue to work under the contract unless otherwise directed in writing by the company.

24.2 Legal Disputes and Jurisdiction of the court:

- a. The Company Clarifies that the Company shall be entitled to 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, 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.
- b. All disputes and controversies between CFHL and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

24.3 Limitation of Liability

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

24.4 Confidentiality

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

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

(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 RFP 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 Bidder takes with its own confidential information, but in no event shall Bidder 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 Bidder 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 Bidder 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 Bidder or Company, which contain or otherwise reflect such information. Bidder 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-G.

24.5 Governing Law and Severability:

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.

24.6 Indemnity:

The Bidder shall, at its own expense, defend and indemnify the Company against all 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.

24.7 Force Majeure:

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidders fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

24.8 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.

24.9 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.

24.10 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 Vendor 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.

24.11 Settlement of Disputes

- All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Purchase Order or breach thereof shall be settled amicably.
- 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. The Sole arbitrator shall be appointed with the mutual consent of both the parties. The venue of the arbitration shall be Bangalore.

- During the arbitration proceedings the bidder shall continue to work under the contract unless otherwise directed in writing by the company.

24.12 Termination of insolvency:

The Company, may at any time, terminate the Contract by giving written notice of 90 days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Company.

24.13 Change in Constitution:

The prior information, in writing, to the Company shall be given before any change is made in the constitution of the Bidder. If prior information is not provided to Company, the Contract shall be deemed to have been allotted in contravention of Clause entitled "sub-contracting" hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

24.14 Enforceability

All the Terms & Conditions of this RFP, shall be binding on both the parties of this RFP and shall be enforceable as per the applicable laws of India.

24.15 Other Terms & Conditions:

- The Company reserves the right to reject the solution/items, if the supplies are not in conformity with the orders in any manner whatsoever.
- Bidder has to ensure the direction of RBI Master directions on outsourcing policy issued vide Dated 10th April, 2023 (Circular No: RBI/2023- 24/102DoS.CO.CSITEG/SEC.1 /31.01.015/2023-24) and any further amendments issued on time to time by RBI.
- Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices issued vide dated 07th November 2023 (RBI/2023-24/107 DoS.CO.CSITEG/SEC.7/31.01.015/2023-24) and any further amendments issued on time to time by RBI.

25. 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 One years with a claim period of 6 (six) 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.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

26. ANNEXURE-I: Checklist:

Checklist

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
I	Check List	
II	Bid Covering Letter Format	
III	Pre-Qualification (Eligibility) Criteria Declaration	
IV	Bidders Information	
V	Acceptance of Terms and Conditions	
ANNEXURES (To be submitted with Part-B -Technical Proposal)		
VI	Technical Bid Covering Letter format	
VII	Functional / Technical requirements	
IX	Undertaking of Authenticity	
X	KYE Undertaking	
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
XII	Commercial Bid Covering Letter Format	
XIII	Bill of Material (Indicative)	

Bidder's to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with seal

Name:

Designation :

27.ANNEXURE -II: Bid Covering Letter Format

Bid Covering letter

Reference No:

Date:

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

Dear Sir,

SUB: RFP for Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 For Can Fin Homes Ltd.

Ref: Your RFP (RFP-CFHL-RMD/IS/20-2025-26) Dated 18.08.2025.

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 implement the data privacy program in compliance with the DPDP Act, 2023 and other applicable rules as amended / published from time to time.

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.

Date

Signature with seal

Name:

Designation:

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

28. ANNEXURE -III: PRE-QUALIFICATION CRITERIA

A Bidder submitting the proposal in response to this RFP who shall implement a data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd 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 company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 in India and should be providing consultancy services for last 5 years from the date of RFP.	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.	Experience of the consultancy in India and Abroad (Work experience in India and Abroad will be considered and limited to data privacy regulation like DPDPA, GDPR or other such regulation)	Relevant PO/ engagement letter AND signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation.	
3.	Experience of having developed and conducted Data Privacy Impact Assessment in the Banks (Public Sector / Private Sector / Foreign Banks), BFSI, / NBFCs / Healthcare in India prior to RFP published date.	Relevant PO/ engagement letter AND signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation.	
4.	Profile of the dedicated professionals proposed to be deputed for implementing the project referred to in this RFP with international accreditation like ISO 27001, ISO 27701, GDPR. Minimum experience of the professional's post qualification should be 2 years.	Self-declaration from Company Secretary/ HR Department on the Company letter head with list of professionals i.e., name, employee id, Qualification, Certification, experience (in years), On company payroll since.	
5.	The Bidder should have their support offices / local representative in BANGALORE to support the activity.	The Bidders to furnish the address and contact details of their support office and local representative in Bangalore to support this Activity.	
6.	The Bidder should not be a blacklisted/debarred company as on date of	Bidder should submit self-declaration by authorized signatory to this effect in Company Letter Head.	

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

	submission of RFP by any Government entity, Bank or Financial Institutions.		
7.	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or in any other way that may affect capacity to provide/continue the services of the company.	Bidder should submit self-declaration by authorized signatory to this effect in Company Letter Head.	
8.	Turnover & profitability The bidder should have reported minimum annual turnover of Rs. 20 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 out of last 3 financial years FY 23-24, FY 22-23, FY 21-22).	

Signature:

Authorised Signatory:

Seal of company

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

29. ANNEXURE -IV: BIDDERS INFORMATION

Name _____

Constitution _____

Address _____

Names & Addresses of the Partners if applicable _____

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in consultancy _____

Please give brief financial particulars of your firm for the last 2 years along with the volume
of business handled.

Year	Financial year 2023-24	Financial year 2022-23
Operating Profit:		
Total Turnover:		

Signature:

Name:

Date:

Seal of company:

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

30. ANNEXURE -V: ACCEPTANCE OF TERMS AND CONDITIONS

(LETTER TO THE CFHL ON THE VENDOR'S LETTERHEAD)

To

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

Sir / Madam,

Subject: Your RFP for Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 For Can Fin Homes Ltd

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 implementing data privacy program in compliance with the DPDP Act, 2023 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

Authorised Signatory

Seal of company

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

31. ANNEXURE - VI: - Technical Bid Covering Letter Format

To,

Date:

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

SUB: RFP for Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 For Can Fin Homes Ltd

Ref: Your RFP (RFP-CFHL/RMD/IS/20-2025-26) Dated 18.08.2025

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification.

Sl No	Particulars	Details to be furnished by the Bidder
1	Technical specification as per ANNEXURE- VII	
2	Name of the Bidder	
3	E-mail address of contact persons	
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 three 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 3 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 address of the contact person(customer) iii) Whether reference letter enclosed.	

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

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 :

32. ANNEXURE - VII: Functional / Technical requirements:

Scope of Work:

- The high-level scope of deliverables is provided below. Please note that the activities listed under each phase/stage are indicative and not exhaustive.
- Bidder must arrange a dedicated resource ONSITE for this project during the contract period.
- Additionally, the scope shall cover compliance with any amendments or rules introduced under the DPDP Act, 2023 during the course of the consultation.
- The scope is defined as a stage in commercial bid.

Scope Area	Timeline for Completion	Scope of Work Details
1. Perform gap Assessment basis the Digital Personal Data Protection Act (DPDPA)	Within 3 months from the date of commencement of the project	1. Review and assess existing data protection and privacy practices across business functions. 2. Identify gaps between current practices and the obligations outlined in the DPDP Act, 2023. 3. Evaluate existing IT systems, processes, policies, and third-party relationships for data processing activities. 4. Conduct data flow mapping of personal and sensitive personal data within and outside the organization. 5. Assess data lifecycle management (collection, storage, processing, sharing, deletion). 6. Identify and categorize data fiduciaries, processors, and cross-border data flow scenarios. 7. Evaluate existing consent management, grievance redressal, and data principal rights handling. 8. Submit a detailed Gap Assessment Report highlighting non-compliances and recommended remediations.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

2. Develop Data Privacy Framework as per DPDPA requirements	Within 6 months from the date of commencement of the project	1. Develop a comprehensive Data Privacy Governance Framework in line with the DPDP Act. 2. Define policies and procedures for data handling, data subject rights, breach management, etc. 3. Prepare or update the following (not limited to): a. Privacy Policy b. Consent management guideline c. Consent Management form d. Data Breach Management Policy e. Data Subject Request Handling Guidelines f. Data Retention Policy g. Grievance Redressal Policy h. Third Party risk management policy i. Privacy notice and cookie policy j. Data Principal Rights Management policy k. Breach Management guidelines l. Data Retention guidelines m. Standard contractual clauses. n. Vendor audit checklist o. Develop data privacy organization structure along with defined roles and responsibilities. p. Records of processing activities guidelines q. Data protection impact assessment guidelines 4. Assist in the formation of a Data Privacy Governance Committee. 5. Draft roles and responsibilities for Data Protection Officer (DPO) and related stakeholders. 6. Develop compliance checklists, Standard Operating Procedures (SOPs), and templates.
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REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

3. Implementation and support	Within 12 months from the date of commencement of the project	1. Assist in the implementation of privacy policies and procedures across departments (not limited to) in the form of DPIA / ROPA. 2. Support integration of privacy principles into business and IT processes. 3. Support in configuring technical controls in IT systems for consent, access, retention, and data subject rights. 4. Recommend and support in the implementation of Data Privacy Management Tools, if required. 5. Monitor implementation progress and provide ongoing advisory during the execution phase. 6. Develop and implement a compliance dashboard and periodic compliance reporting mechanism to management/Board/Regulators.
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Name:

Signature:

Seal of Company:

33. ANNEXURE - VIII: UNDERTAKING

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To

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

Sir / Madam,

**Reg.: Reg.: Your RFP for Selection of Consultancy for Implementing Data Privacy Program In
Compliance With The DPDP Act, 2023 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:

34. ANNEXURE - IX: KYE Undertaking

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

To,

The CHIEF RISK OFFICER,
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 implementation of data privacy program in compliance with the DPDP Act, 2023 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 Authorised Representative _____

Designation of Authorized Representative _____

Signature of Authorised Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

35. 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 RISK OFFICER,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Selection of Consultancy for Implementing Data Privacy Program in Compliance with The DPDP Act, 2023 For Can Fin Homes Ltd

Ref: Your RFP (RFP-CFHL/RMD/IS/20-2025-26) Dated 18.08.2025

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) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

36. ANNEXURE - XI - Bill of Material

(Bill of Material/ Price Schedule)

[Amount Indian Rupees]

Sl. No.	Description	Cost Price			
		Cost in Rs	Tax for Column A		Total Cost in Rs
		A	B % of tax	C Tax Amt in Rs	D=A+C
1.	Implementation of data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd. (Perform gap Assessment basis the Digital Personal Data Protection Act (DPDPA), 2023, Develop Data Privacy Framework as per DPDP Act, 2023 requirements, Implementation and support) (as per ANNEXURE - VII)				
2.	One dedicated onsite resource (as per ANNEXURE - VII)				
	TOTAL				

Total Cost D = Rs_____ (In words Rs_____)

Authorized Signatories

(Name & Designation, seal of the company)

Date:

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

APPENDIX-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical 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. 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 Technical scoring matrix under **clause 21 (Evaluation Criteria)**
- 4) Undertaking of Authenticity as per ANNEXURE-VIII.
- 5) KYE Undertaking as per ANNEXURE-IX.

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 as per **ANNEXURE-XI**.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, 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 company by the Bidder)

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, 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 data privacy consultations per year conducted: Status of the data privacy Project (whether Completed / On-going etc.):	Y	
4	Nature of project for the Clients (Please list the activities handled by the bidder)	Y	
5	Methodologies used in conducting the data privacy project	Y	
6	Team Size	Y	

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

APPENDIX-F

Employee Profiles

Sl. No	Resource Name	Certification	No. of years of Experience in the Industry

Company Seal and Signature

APPENDIX-G

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 implementing a data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd.
- C. Disclosing Party has called for submitting the Request For Proposal from interested and eligible parties to conduct the implementation of data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd. Receiving Party has submitted its proposal to render the services and Disclosing Party after duly considering the financial and technical credentials of Receiving Party, Disclosing Party is agreed to engage Receiving Party to conduct the implementation of data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd.
- 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, representational, 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

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

Information. Confidential Information disclosed orally shall be considered Confidential Information only if: (i) 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.

REQUEST FOR PROPOSAL (RFP) TO SELECT A CONSULTANCY FOR IMPLEMENTING A DATA PRIVACY PROGRAM
IN COMPLIANCE WITH THE DPDP ACT, 2023, FOR CAN FIN HOMES LTD

- 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.

4 **TERM**

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

5. **MISCELLANEOUS**

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 implementing a data privacy program in compliance with the DPDP Act, 2023 for Can Fin Homes Ltd.

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

1.

4.

In the presence of

1.

2.