

**SBI PAYMENT SERVICES PVT LTD.**  
**(A Joint Venture between SBI & Hitachi Payment Services)**

1<sup>st</sup> Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium,  
Worli – 400 018

**Request for Quotation (RFQ) for comprehensive services related to**  
**Compliance Agency.**

**RFQ No. SBIP/ VM/2022-23/15**

**Date: 18-03-2023**

**SBI Payment Service Private Limited** (hereinafter referred to as “**SBI PAYMENTS**”) is a Joint Venture between SBI & Hitachi Payment Services established with the objective of carrying out Merchant Acquiring Business activities.

SBI Payments invites quotations from reputed companies providing end to end solutions related compliances related to Human resources Management based across India at Corporate office at 1<sup>st</sup> Floor, Madhuli Building , Shiv Sagar Estate, Opposite Nehru Planetarium , Worli – 400 018.

**SCOPE OF SERVICES**

The Compliance agency shall carry out all the HR compliances as per the laws of the land and ensure 100% compliance of labour laws etc. by **Client (SBI Payments)** from time to time in the designated area. **SBI Payment reserves** the right to change the Scope of Service (“SOS”) related from time to time as per the new guidelines and compliances to be followed by the company and advise the compliance agency to initiate activities to meet the statutory requirements from time to time . The HR consultant shall perform a broad level of Services, including, but not limited to the following:

SBI Payments has around 250 on-rolls employees as well as around 2000 off-roll employees through various HR consultants who are deployed at various locations across India.

The Consultants will be responsible for ensuring all the statutory, regulatory and other compliances related to HR functions.

For this purpose, consultant has to study the existing practises being followed at SBIPSPL, and implement the processes for timely compliances. The indicative list of such activities is as under:

Sr. No	Particulars
1	Payroll compliance : TDS / PT / PF /ESIC / Minimum wages updation, wage code etc. from time to time
2	Compliance related to Compensation Benefits plan (Gratuity, Pension schemes, leave actuarial valuation etc.)
3	Any advisory services related to HR & labour laws compliances



Sr. No	Particulars
4	Audit of contract agencies and compliances
5	Registrations under Shops & Establishments, ESIC sub codes, registration under Contract Labour Regulation & Abolition Act (CLRA) or any other registrations that may arise under labour laws and will be applicable to the company from time to time.
6	To manage and co-ordinate the external audits from labour department or any statutory regulation.
7	Annual Return Filing (Bonus, Maternity act, PoSH returns etc.)
8	Compliances to taxation requirement
9	Any other regulatory or other compliances relating to HR

The Consultant will be expected to keep the company compliant at all times. In case any penalty is imposed on the company on account of non-compliance, the consultant will have to compensate the company for all the losses suffered on this account.

**Validity of the contract:**

The contract will be initially valid for 12 months and will be renewed based on the review conducted by SBI Payments

**Right to impose Penalty**

In case of any breach of compliances/ Scope of work during the contract period, SBI Payments reserves the right to initiate the actions with regards to penalty as per standard clause.

**Eligibility Criteria:**

- The HR consultant should have at least 5 to 10 years of experience in providing services related to managing end to end compliances.
- The vendor Should be authorised to carry out the services defined in the scope of services.
- The compliance agency should maintain the confidentiality of the data shared.
- The vendor should have a valid PAN, GST registration and required to submit complete details of his/ their Business / Partners / promoters.

**Mandatory Documents:**

- Company PAN CARD & AADHAR
- GST Certificate
- Certificate of Incorporation
- Previous Clients reference (PO/ experience letter/engagement letter)
- Memorandum of Association
- Article of association





**Submission of quotation:**

The vendor has to submit their Commercial proposal along with mandatory documents (mentioned above) on or before 01.04.2023 at 6:00 PM detailed as follow:

In Person at	OR	By email at
SBI Payment Services Pvt Ltd 1 <sup>st</sup> Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium , Worli – 400 018		I. <a href="mailto:vpvm@sbipayments.com">vpvm@sbipayments.com</a> II. <a href="mailto:srexevm@sbipayments.com">srexevm@sbipayments.com</a> III. <a href="mailto:vm-support@sbipayments.com">vm-support@sbipayments.com</a> IV. <a href="mailto:srmhr@sbipayments.com">srmhr@sbipayments.com</a> V. <a href="mailto:dvphr@sbipayment.com">dvphr@sbipayment.com</a>

For any further details/information about the requirement, please contact the below persons at SBI Payments.

Contact person Name	Designation	Email Id
Ms. Sony Gupta	Sr. Manager HR	<a href="mailto:Srmhr@sbipayments.com">Srmhr@sbipayments.com</a>
Mr. Manoj kumar	VP- VM	<a href="mailto:Vpvm@sbipayments.com">Vpvm@sbipayments.com</a>

SBI Payments reserves the right to reject any or all the proposals without assigning any reason thereof.



**Manoj Kumar**  
(VP- Vendor Management)

