

**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 Contract Staffing.**

**RFQ No. SBIP/ VM/21-22/09**

**Date:15-06-2021**

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 Manpower service agencies providing end to end contract staffing services 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**

HR consultant / Contractor / Manpower Service Agency shall provide the Services through Associates as required by Client from time to time in the designated area. Client reserves the right to change the Scope of Service (“SOS”) at any time during the term of the Agreement and HR consultant / Contractor / Manpower Service Agency agrees to abide by the changed SOS. HR consultant / Contractor / Manpower Service Agency shall perform a broad level of Services, including, but not limited to the following:

- ✓ **Recruitment**
  - Identify short-term and long-term staffing needs of the client
  - Identify technical and functional skill requirements
  - Recruitment of associates as per requirement
  - Pre-screening, Interviewing, Associate selection
  - Joining Process

**HR administration and Associate Servicing**

- ✓ **Induction**
  - Joining kit ( Assignment Letter)
  - Associate Handbook (Benefits booklet, Claim forms etc)
  - On-boarding and Induction
- ✓ **Payroll Administration**
  - Create and maintain Associate master database
  - Input processing, invoicing, salary disbursement.
  - Payroll, Reimbursement, Claims, Settlements/ F& F processing
  - Comprehensive Statutory & Regulatory compliance (TDS, LWF, PF, PT, ESI)
  - Medical, Accident insurance benefits monitoring
  - Update client on any changes/deviations in compliance



# SBI Payments

## ✓ Value added services - Client

- Dashboards - Comprehensive monthly information
- Client Portal - Access to information relating to associates on HR consultant / Contractor / Manpower Service Agency rolls
- Salary dispatch alerts SMS/email, Alerts on pending information/data from Associates

## ✓ Value added services - Associates

- Web based HR Portal
- Dedicated Contact Centre for Query Handling
- Salary release SMS alerts & email of payslips
- Reminder/alerts for PAN/ITDF/Proof submission
- GMC and GPA Insurance

### 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 manpower services / contract agency should have atleast 5 to 10 years of experience in contract staffing services .
- The vendor Should be authorised to carry out the manpower services & contract staffing activities
- Should be able to provide the manpower on contract as per the skill sets advised from time to time .
- The vendor should have a valid PAN, GST registration and required to submit complete details of his/ their Business / Partners / promotors.

### 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 21.06.2021 at 7:00 PM detailed as follow:

In Person at		By email at
SBI Payment Services Pvt Ltd 1 <sup>st</sup> Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium , Worli – 400 018	OR	I. <a href="mailto:vpvm@sbipayments.com">vpvm@sbipayments.com</a> II. <a href="mailto:srmhr@sbipayments.com">srmhr@sbipayments.com</a> III. <a href="mailto:vphr@sbipayments.com">vphr@sbipayments.com</a> IV. <a href="mailto:exevm@sbipayments.com">exevm@sbipayments.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. Asha Sequeira	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)

