



EXPRESSION OF INTEREST - (EOI) FOR
ENGAGEMENT OF MANPOWER SERVICE PROVIDER

EOI ISSUE DATE: 06-06-2025 at 12:00 Noon
LAST DATE FOR SUBMISSION: 22-06-2025, at 05:00 PM,

1.1 INTRODUCTION:

PNB Investment Services Limited (PNBISL) is a 100% subsidiary of Punjab National Bank. PNBISL was incorporated on 02.02.2009 for providing Corporate Finance and Merchant Banking and other related services to the corporate clients. PNBISL is registered with SEBI as category 1 Merchant Banker and Debenture Trustee. PNBISL specializes in Corporate Debt Restructuring, Debt Syndication, conducting Techno Economic Viability (TEV) Study, Merchant Banking, Debenture Trustee and Security Trustee etc. for the corporate clients. The Company has its corporate Office in Mumbai, registered office in Delhi and its branch office in Ahmedabad.

1.2 For Respondents Only

The document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent").

1.3 Confidentiality

The Invitation document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The Invitation document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Company. Company may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, director, agent, or other person associated or affiliated in anyway with Company or any of its customers or suppliers without the prior written consent of Company.

1.4 RFP disclaimer

This Request for Proposal containing Annexures and subsequent Addenda and Corrigenda (Herein after called as RFP or tender) has been prepared solely for the purpose of enabling the Company to select a Service Provider for Providing Manpower Services as per specifications, terms and conditions and scope defined in this RFP (herein after referred as Providing Manpower Services)

The bidder will be required to be innovative, capable and would need to extend all their resources and services in order to meet the expectation of the Company towards providing the required services.

This RFP document is not a recommendation, offer or invitation to enter a contract, agreement or other arrangement in respect of the supply and services as per the scope of this RFP.

1.	RFP No.	PNB ISL/Cons/2025-26/EOI/01
2.	Brief Description of the RFP	Appointment of Consultant for providing Manpower Service
3.	Company's Address for Communication and submission of Tender	PNB Investment Services Limited, 10 Rakesh Deep building Yusuf Sarai Commercial Complex, Gulmohar Enclave, New Delhi-110049
4.	Date of issue	06-06-2025
5.	Last date & time for submission of Bids	22-06-2025
6.	Date and time of Opening of Eligibility and Technical Bid and Commercial Bid	06-06-2025 at 12:00pm
7.	Contact Person for any clarification	Mr. Pawan Jain Contact Details-8901119123 Ms. Mani Kavra Contact Details- 8447188693

1.5 Legal Relationship

No binding legal relationship will exist between any of the Bidders and the Company until execution of a definitive legal agreement.

1.6 Disqualification

Any form of canvassing/lobbying/influence/cartelization, etc. by the Bidder may result in disqualification of such Bidder

1.7 Information Confidentiality

The information contained in this RFP is strictly confidential. The Bidder shall not share this information with any other person/party not connected with responding to the RFP or even with other potential Bidders. The information contained in the RFP or subsequently provided to Bidder(s), whether verbally or in writing by or on behalf of Company shall be subject to the terms and conditions set out in the RFP and any other terms and conditions subject to which such information is provided.

1.8 Recipients' Obligation to Inform Itself

It is the Recipient's responsibility to conduct all necessary investigation and analysis regarding any information contained in the document and the meaning and impact of that information

1.9 Acceptance of Terms

The purpose of the RFP is to provide necessary information to the potential Bidders, who qualify and intend to submit their response to the RFP. Though the RFP has been

prepared with sufficient care and diligence with an endeavour to provide all required information to the potential Bidders, Company acknowledges the fact that the potential Bidders may require more information than what has been provided in the RFP. Accordingly, in such cases, the potential Bidder(s) may seek additional information/clarification required from Company. Company reserves the right to provide such additional information/ clarification at its sole discretion. In order to respond to the RFP, if required, and with the prior permission of Company, each Bidder may conduct their own study and analysis, as may be necessary, at their own cost and expense ensuring they adhere to the timelines mentioned in the RFP. No additional time will be provided to Bidders to undertake any analysis or study.

Company makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the RFP.

Company may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information given in the RFP and specify additional user requirements or cancel the RFP at any time without assigning any reason thereof and without any notice.

While due care has been taken in the preparation of this document, Company will not be held responsible for any inaccuracy in the information provided herein. The recipient of the RFP must apply its judgment, care and conduct its own investigation and analysis regarding any information contained in the RFP document including but not limited to the scope of work, Deliverables and timelines, etc.

1.10 It is the Bidder's responsibility to:

- Properly understand and examine the RFP;
- examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response;
- satisfy itself as to the completeness, correctness and sufficiency of its response;

A recipient will, by responding to the Company's RFP document, be deemed to have fully read, understood and accepted all the terms as stated in this RFP document.

1.11 Liabilities of the Company

This Invitation is not an offer by the Company, but an invitation for Vendor responses. No contractual obligation on behalf of the Company whatsoever shall arise from the invitation process unless and until a formal Purchase Order/Work Order is signed and executed by duly authorized officials of the Company and the select bidder.

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the definitive agreement, without prejudice to the other actions that the Company may take. All the submissions, including any accompanying documents, will become the property of PNBISL.

2. DURATION OF ENGAGEMENT

The engagement shall be for a period of One (01) year:

3. SCOPE OF WORK:

Description of the envisaged scope is enumerated as under. However, the Company at its discretion reserves the right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions.

1. Based on the contents of this RFP, the selected vendor shall independently develop and provide manpower services tailored to the Company's requirements, considering the estimated efforts, resources, and equipment necessary for effective implementation. The Company expressly states that the vendor's selection under this RFP is based on the understanding that this document outlines only the principal provisions of the assignment. Delivery of the services and associated deliverables is part of a broader scope, and the vendor shall undertake all necessary tasks, provide requisite services, and allocate resources required for the successful completion of the entire project without any additional cost to the Company.
2. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Company. The Company will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.
3. The Bidder will be required to fix any vulnerability in the Providing Manpower Services at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.
4. The Bidder is required to note the following points:
 - The Bidder shall be responsible for scoping and providing manpower services, including support for hardware, software, and related services, to ensure availability, scalability, redundancy, and performance. The services must meet all technical and functional requirements outlined in this RFP and be delivered within the timeframe specified by the Company.
 - The Bidder shall bear full responsibility for delivering the proposed manpower services in accordance with the scope and objectives outlined in this RFP, including any addenda or corrigenda issued thereafter. The Company shall not be held liable for any assumptions made by the Bidder. In the event that the proposed manpower services fail to meet the Service Level Agreement (SLA), where applicable, or fall short of the RFP's defined scope and objectives, the Bidder shall be required to upgrade, modify, or replace the services at no additional cost to the Company.

- The Bidder has to ensure the arithmetical accuracy of the technical and commercial bid. The Company will not be responsible for any errors in the bid submitted by the Bidder.
- Any assumptions, changes, deviations other than what is specified and accepted by the Company will not be considered for the purpose of this RFP.

4. Eligibility Criteria:

PNB ISL invites Expressions of Interest (EOI) from reputed HR service providers with a proven track record and demonstrable credentials for potential future engagement. Preference will be given to manpower service providers with prior experience in similar assignments and existing engagements or service agreements with reputed companies or Public Sector Undertakings (PSUs).

The detailed eligibility criterion for engagement is mentioned below:

S.N.	Category	Minimum Qualification	Essential Knowledge
1	Unskilled	10th Pass	Basic Office Work

* PNBISL requires **one manpower resource** for each of the following locations:

1. **Delhi**
2. **Mumbai**
3. **Ahmedabad**

The manpower services will be deployed on-site at the respective locations as per operational requirements

5. SUBMISSION OF PROPOSALS:

The Manpower Service Provider must submit their proposal in Form I. Only those bidders who fulfil all the eligibility criteria as outlined in the RFP will be considered eligible to participate in the selection procedure for Empanelment of Manpower Service Providers

The Manpower Service Provider submitting an Expression of Interest (EOI) for participation in the selection process with PNBISL shall bear all costs related to the preparation and submission of their proposal. The Consultant must ensure that all Forms and Annexures are serially numbered, and each page is duly signed by the Authorized Signatory. Any deviation from the prescribed Forms and Annexures will result in automatic disqualification. However, the Manpower Service Provider is free to submit any additional evidence or testimonials beyond those requested in this EOI, provided they are relevant to the proposal.

The engagement of the finally selected Manpower Service Provider shall be valid for a period of one (1) year, which may be extended further at the sole discretion of PNBISL based on performance and requirement.

6. TIME - LINE FOR SUBMISSION OF THE PROPOSAL:

The complete proposal must be submitted during official working hours, i.e., from 10:00 AM to 5:30 PM (IST), and no later than 5:00 PM (IST) on 22.06.2025. A soft copy of the proposal must be emailed to **pawan@pnbisl.com** with the subject line: "Proposal for Manpower Service Provider," within the stipulated timeline.

7. EVALUATION PROCESS:

The Manpower service provider must meet all the eligibility criteria as mentioned above point no 4 along with all supporting documents for technical evaluation.

• Financial Bid Evaluation:

Only those bidders who successfully meet all the criteria during the Pre-Qualification Bid Evaluation will be considered eligible for opening and evaluation of their financial bids. Among the qualified bidders, the Manpower Service Provider quoting the lowest financial bid (L1) will be selected for engagement as the official manpower service provider for the company

The Evaluation Committee reserves the right to waive any minor deficiency, non-conformity, or irregularity in a bidder's response that does not constitute a significant material deviation, provided such waiver does not prejudice or affect the shortlisting process. No queries or communications will be entertained from unsuccessful bidders by PNB Investment Services Limited (PNB ISL).

8. CONFIDENTIALITY OF DATA AND DOCUMENTS:

- I. The intellectual Property Rights (IPR) of the data collected as well as deliverables produced for PNB ISL shall remain with PNB ISL.
- II. The Consultant engaged, shall not utilize or publish or disclose or part with, to a third party, any part of the data or statistics or proceedings or information collected for the purpose of his assignment or during the course of assignment for PNB ISL, without the express written consent of the Company.
- III. The consultant shall be bound to return/hand-over all the records of assignment to authorized officer/ authority before the expiry of the contract and before the final payment is released by PNB ISL.

10. TERMINATION OF ENGAGEMENT:

PNBISL reserves the right to terminate the contract, in whole or in part, at any time by giving thirty (30) days' written notice to the service provider without assigning any reason. In such event, the service provider shall be entitled only to payment for services satisfactorily performed up to the effective date of termination.

FORMAT FOR EOI RESPONSE**Following details may be furnished by the interested companies:**

Note: Separate sheets may be used wherever necessary.

1. Name & Address of the Organisation:
2. Type of Organisation :
3. Name & Designation of the concerned officer to whom all references shall be made :
4. Fax nos / E- Mail ID :
5. Phone nos. / Mobile Nos. :
6. Chief of the Organization:
E-mail Id:
Telephone:
7. **Manpower:** Total No. of Employees/Manpower Strength:
8. **Documents to be attached as per Annexure-A**
9. **Educational Qualification, Certification & Experience:** Educational Qualification and Experience of the Project Team Members to be furnished.
10. **Additional Information:** Additional information may be provided if any.
11. Name & address of local representative, if any:

Place:
Date:

Signature of Party:
Name in Full:
Designation/Status:
Company Seal:

Annexure “A”

Documents Required To Be Submitted For Fulfilling Eligibility Criteria

S.No.	Criteria	Documents Required
1	The Manpower service provider should be a consulting firm/company/body corporate registered or incorporated in India.	Certificates of incorporation OR Registration Certificates
2	The Manpower service provider must have completed/ assigned at least five HR consulting works/assignments of Government Organization/ PSU / reputed Private Organisation in last three years from the last date of submission of the EoI.	Copy of Certificates from the client.
3	The Consultant should not have been blacklisted by any Central /State Govt. /PSU /Autonomous body of the Govt. in last 03 years as on the last date of submission of proposal	Undertaking on Consultant's letterhead as per Annexure “B”.
4	The selected Consultant shall not be allowed to assign the work under this EOI to any other party.	Self-Declaration on Consultant's letterhead.

(On Letterhead of the Agency)

Annexure “B”

Certificate of Authorisation & No Blacklisting

I _____ son /wife of Shri _____
am the Proprietor/Director/Partner/ Authorized Signatory of
M/s _____

____and do hereby solemnly affirm and declare as under:

- a) That I am the Authorized Signatory of M/s _____.
- b) That we M/s_____ have not been blacklisted and/or debarred by any Central /State Govt./PSU/ Autonomous body of the Govt. in last 03 years as on the date of submission of the proposal.

In case, the above declaration is found to be incorrect or wrong, the contract, if awarded to us, shall be terminated immediately and the Organisation shall be liable to be blacklisted/debarred for future works/contract with PNBISL. Any such action shall, however, be without prejudice other rights of PNBISL including indemnifying losses under the law.

The above declarations are given in accordance with Proposal conditions.

(Authorized Signatory)
(Name of the signatory along with seal)

Note: - The signatory should not affect any variation in the text of declaration. Declaration in any other form shall not be acceptable and shall render the Consultant for disqualification of the Proposal.