

# **REQUEST FOR EMPANELMENT - (RFE) FOR ENGAGEMENT OF HR RECRUITMENT AGENCY**

**Sealed envelope by eligible applicants should be  
forwarded to:**

**Chief People Officer  
PNB Cards & Services Limited, 6th Floor,  
PNB Tower, 7 Bhikaji Cama Place  
New Delhi-110066**

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**DISCLAIMER**

The information contained in this Request for Empanelment (RFE) document is provided to the applicants on the terms and conditions set out in this RFE document.

The RFE document is neither an agreement nor an offer and is only on invitation by PNB Cards & Services Limited ("PNBCSL" or the "Company") to the interested parties for submission of proposal to this RFE. The purpose of this RFE is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFE does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations & analysis and should check the accuracy, reliability and completeness of their information in this RFE and where necessary, obtain independent advice from independent sources. The Company, its employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFE or otherwise, including as to the accuracy, adequacy, correctness, reliability or completeness of this RFE and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. PNB Cards & Services Limited. (PNBCSL) shall in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFE. PNBCSL reserves the right to reject any or all the request of proposals received in response to this RFE document at any stage without assigning any reason whatsoever. PNBCSL does not accept any liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFE. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFE. Failure to furnish all information required under this RFE or to submit a Bid not substantially responsive to this RFE in all respects will be at the Bidder's risk and may result in rejection of the Bid. The issue of this RFE does not imply that PNBCSL is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and PNBCSL reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFE.

Please note that the decision of PNBCSL shall be final, conclusive and binding on all the Parties as we are not answerable to anyone.

### **Request for Empanelment (RFE) Notice**

**RFE Ref. No. PNB CSL/RFE/HR/2025-26/004/ Engagement of HR Recruitment Agency.**

<b>Sl.</b>	<b>Particulars</b>	<b>Remarks</b>
1.	RFE Issue Date	01.12.2025
2.	Last date Pre-Bid Query	08.12.2025
3.	Last date for bid submission	22.12.2025 BY 05:00 PM
4.	Date of opening of Bid	23.12.2025 at 3.30 PM
5.	Technical Evaluation	Same shall be intimated
6.	Date of opening of financial bid	Will be intimated separately
7.	Bid Validity period	180 days
8.	Period of Contract	One Year
	Address for Bid Submission and Contact Details:  <i>Bids submitted anywhere else would be liable for rejection.</i>	To, Chief People Officer, PNB Cards & Services Limited, 6th Floor, 7-PNB House, Bhikaji Cama Place, New Delhi-110067. Email: hr@pnbcsl.co.in Contact: +91 8700448244

## **1. INTRODUCTION:**

PNB Cards & Services Limited (PNBCSL) is a wholly owned subsidiary of Punjab National Bank having corporate office at 6<sup>th</sup> Floor, 7 PNB House, Bhikaji Cama Place, New Delhi-110066 is engaged in sourcing Retail Business and Credit Card leads to Punjab National Bank. Further, the Company has broadened its scope which includes sourcing of/ canvassing for Housing / Vehicle Loans/Loan against Property, marketing of Credit Cards, Education loans and other retail products etc. The Company has at present 7 Territory Offices and has market presence in PAN India.

This Request for Empanelment ("RFE") has been prepared solely for the purpose of enabling PNBCSL to empanel HR Recruitment Agency. The RFE document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the solution. The provision of the solution is subject to appropriate documentation being agreed between PNBCSL and the eventual successful bidders.

### **Meaning of terms used in RFE document:**

Following terms are used in the document interchangeably to mean:

1. "PNBCSL" means "PNB Cards & Services limited."
2. "RFE" means this RFE for "Procurement of Human Resources Management System (HRMS) Service" in its entirety, inclusive of any addenda that may be issued by PNBCSL from time to time.
3. "Assignment" means the work to be performed by the selected Bidder pursuant to the Contract.
4. "Contract" or "Agreement" means the contract to be signed along with all the attached documents and the Appendices, consequent to the completion of the proceedings as per the RFE.
5. "Day" means calendar day.
6. "Proposal / Bid / Tender" means Response to the RFE Document.
7. "Successful / Selected Organization or Bidder/ Recipient/Respondent" means the organization/ bidder selected as the successful Bidder by the PNBCSL in accordance with this RFE.

## **2. OBJECTIVE:**

This Expression of Interest ["EOI document" or "EOI"] has been prepared exclusively for the purpose of inviting proposals from HR Recruitment Agency hereinafter referred to as "The Consultant" for engagement with PNBCSL for sourcing candidates for different verticals in the company considering the emerging business scenario".

## **3. DURATION OF ENGAGEMENT**

The engagement shall be for a period of One (01) year extendable for further 1 Year at the discretion of PNBCSL.

#### 4. SCOPE OF WORK:

- I. Understanding of company's requirement Brief, a clear and comprehensive description of the requirement it seeks in a potential candidate – this would include description of the position for which recruitment is sought, specification for the position, relevant organizational details, CTC bracket per position, etc. Description of Position may be categorized under Senior management Group, Middle Management Group and Junior Management Group as per requirement of the position.
- II. Provide suitable profiles based on their experience, skill set, academic qualification as per the requirements of the company.
- III. Ensure that the potential candidates have given fair and accurate information.
- IV. Communicate and coordinate between the company and the potential candidate in fixing the venue, time or such other matters relating to interviewing / interacting with the candidate by the company.
- V. Respond to the relevant queries from applicants, over phone/email.
- VI. Assist the company with the coordination of acceptance of job offer by the potential candidates.
- VII. Provide suitable replacement of selected Candidates without cost to PNBCSL if resigned within six months of selection/recruitment.
- VIII. Payment of Service Fee of selected candidates will be processed upon successful completion of the Background verification of the candidate/s at PNBCSL.

#### 5. Eligibility Criteria:

PNBCSL invites EOI from reputed HR Consultants having proven track record and demonstrable credentials to get engaged with the company to meet the company's requirement for future hirings of professionals at entry level to mid-level & senior level in all its three verticals namely Corporate, Retail assets Vertical and Credit Card & CASA Vertical. The HR Consultants having prior experience & exposure of handling such assignments and having existing engagements/ service agreements with reputed companies/ PSUs will be preferred.

The detailed eligibility criterion for engagement is mentioned below:

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The HR Consultant should be a consulting Company / partnership registered or incorporated in India.	Certificates of incorporation OR LLP Registration Certificates

2.	Experience	The HR Consultant must have completed at least three HR consulting works/assignments of Government Organization/ Public Sector Undertaking / Listed Private Companies in BFSI Organizations in last 3 financial years.	Copy of Certificates from the client / Copy of engagement letter
3.	Annual Turnover	The HR Consultant should have an average annual turnover of Rs. 50 Lakh (Rupees Fifty Lakh) and above from HR consulting works during the last 3 financial years, 2022-23 ,2023-24 & 2024-2025.	Audited Balance Sheet OR Certificate from Statutory Auditor indicating the annual turnover from HR Consultancy
4	Blacklisting/ Litigation	The HR agency shouldn't be blacklisted by any Govt. Ministry / Public Sector Undertaking /SEBI / financial institution in preceding 3 years	Certificate should be submitted as per annexure B
5	No Sub-contracting	The Selected Consultant shall not be allowed to assign the work order under this EOI to any other Party	Self-Declaration on Consultant's letter head

## 6. COSTS BORNE BY THE RESPONDENTS

All costs and expenses / charges / fees/ incurred by the Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance of meetings, discussions etc. or for providing any additional information required by the Company will be borne entirely and exclusively by the Respondent.

## 7. SUBMISSION OF PROPOSALS:

The HR Agency should submit their proposal in **Form-I** along-with documentary evidence. Only those who fulfil all the eligibility criteria are eligible to participate in the selection procedure for Empanelment of HR Consultants by PNB CSL.

The HR Consultant submitting EOI for participating in the selection process for engagement with PNB CSL shall bear all costs associated with preparation and submission of its proposal. The Consultant should ensure that all the Forms and Annexures should be serially numbered, and all pages duly signed by the Authorized Signatory. Any deviation from the prescribed Forms and Annexures will entail automatic disqualification. However, the HR Consultants are free to produce any additional evidence or testimonial other than the ones asked for in this EOI which may be relevant.

**The engagement of finally selected HR Consultants shall be valid for a period of 1Year, which may be extended further if required, at the discretion of PNB CSL.**

The HR Consultants may produce any additional evidence or testimonials other than the ones asked for in this EOI which may be relevant.

## 8. TIME - LINE FOR SUBMISSION OF THE PROPOSAL:

Proposal should be submitted during office hours already mentioned in this document, in hard copies in a sealed cover superscribed as "Request for Empanelment (RFE) for Engagement of HR Recruitment Agency" within the stipulated timeline to PNB Cards & Services Limited, 6th Floor, PNB House, 7-Bhikaji Cama Place, New Delhi -110067 through speed-post / courier / Regd.-AD. PNBCSL will not be responsible for delays in postal or courier delivery.

## 9. RFE SUBMISSION

- i. RFE will be available on the Company's website <https://pnbcsl.in> at notices/advertisements section.
- ii. The proposal should be prepared in English in pdf format. All correspondence will be in English.
- iii. The Bid shall be typed in indelible ink and shall be signed by the Bidder or Person or persons duly authorized to bind the Bidder to the contract. The person or Persons signing the Bids shall put their initial on all pages with their rubber stamp of the company while submitting Bids. Overwriting is strictly not permitted in the Bids or else may get rejected. The Company reserves the full right to accept or reject the Bids not conforming to the above.
- iv. The RFE response document along with all Annexures should be submitted in physical copies in sealed envelopes in two sets in original. **Envelope-I** to be superscribed as "Technical Bid for engagement of HR Recruitment Agency for PNBCSL". **Envelope-II** to be superscribed as "Financial Bid for engagement of HR Recruitment Agency for PNBCSL". The Technical Bid Envelope and the Financial Bid Envelope prepared as above are to be kept in a single sealed envelope superscribed as " Request for Empanelment (RFE) for Engagement of HR Recruitment Agency ".
- v. The tender prepared by the Bidder, as well as all the correspondence and documents relating to the Tender exchanged by the Bidder and the Company and supporting documents and printed literature shall be in English language only.

The technical bid should consist of the following:

- a. A letter on bidder's letterhead mentioning:
  - i. Details of technical competence and experience of the bidder
  - ii. Certifying that the period of the validity of the bid is 180 days from the target date of submission of bid.
- b. Supporting documents in respect of Eligibility Criteria as mentioned in Annexure I.
- c. Supporting Documents for Technical Evaluation.
  - i. Audited balance sheets and profit and loss account statement for the last 3 years.
  - ii. A copy of the board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
  - iii. Response to all points of the Technical Evaluation format as per Annexures enclosed.
  - iv. The sealed envelopes should be submitted to the address mentioned above by Speed Post/Courier/Registered AD or hand delivered.



- v. All the pages of the proposals are to be numbered and be signed by the authorized signatory on behalf of the Bidder. The number should be a unique running serial number across the entire document.

Please note that in the following cases, the Company, in its absolute discretion, may reject the bids received from the bidder:

- a. Submission of Bid after the Time stipulated in this RFE Document.
- b. Misleading / incomplete information/ submission of improper/ incomplete documentation.
- c. Bid submission without bidder's name.
- d. Envelopes are not in order as directed in this document.

In the following circumstances, the Company will have discretion to reject the Proposal/ response or accept the Proposal/ response with some conditions stipulated by the Company:

- a) Proposal/Response submitted by holding company and/or its subsidiary.
- b) Proposal/Responses submitted by two or more companies having common director(s).
- c) Proposal/ Responses submitted by two or more companies having the same group of promoters/ management.
- d) Any other Proposal/ Response in the sole discretion of the Company, which is in the nature of multiple bids.
- e) Emailed copies of any submission are not acceptable and shall be rejected by the Company.
- f) Only one bid shall be accepted from one vendor. In case vendor is submitting more than one bid all the bids submitted by the vendor shall be disqualified.

#### **10. COMPANY'S RIGHT TO ACCEPT AND/ OR REJECT ANY OR ALL BIDS**

PNBCSL reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action. The Company shall notify Respondents in writing (as soon as practicable) if the Respondent's submission has been rejected. The Company is not obliged to provide any reasons for any such rejection. The final outcome of the RFE shall be communicated to the bidders after opening and necessary processing of commercial bids of bidders. No separate communication will be issued by the Company.

#### **11. EVALUATION PROCESS:**

The Human Resource providing Agency Consultant must meet all the eligibility criteria as mentioned above Para no-5 along with all supporting documents for technical evaluation.

##### **➤ Financial Bid Evaluation:**

Successful qualifier of "pre – qualification bid evaluation" will qualify for financial bid evaluation and the HR Consultancy firm who will quote the lowest financial bid will be selected for HR Consultant of the company. Bid shall be submitted in sealed envelope. **As per Annexure: "C"**

The Evaluation Committee reserves the right and therefore may waive any minor insufficiency, non-conformity or irregularity in the response to the EOI that does not constitute a significant material deviation provided such waiver does not prejudice or affect the shortlisting of any Consultant. No query shall be entertained from any unsuccessful Bidder by PNBCSL.

## **12. CONFIDENTIALITY OF DATA AND DOCUMENTS:**

- a) The intellectual Property Rights (IPR) of the data collected as well as deliverables produced for PNBCSL shall remain with PNBCSL.
- b) 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 assignment period for PNBCSL, without the express written consent of the Company.
- c) 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 PNBCSL.

## **13. TERMINATION OF ENGAGEMENT:**

PNBCSL reserves the right to terminate the engagement by serving 15 days written notice on the consultant. Termination shall be affected on the day right after the completion of 15 days of delivery of such notice.

## **14. Use of Logo**

The HR Agency is prohibited from using the PNB's/PNBCSL name or logo on their sign boards, name-plates, visiting cards, stationery, any simulation, abbreviation, or adaptation etc.

**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 Organization :
3. Name & Designation of the officer  
concerned to whom all references  
shall be made :
4. E- Mail ID :
5. Phone nos. / Mobile Nos. :
6. Chief of the Organization :  
E-mail Id:  
Telephone:
7. Total No. of Employees/Manpower Strength:
8. Documents to be attached as per Annexure-A
9. Educational Qualification, Certification in HR Competencies & 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 & contact details 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 HR Consultant should be a registered firm/ company/ body registered/ incorporated in India.	Certificates of incorporation / Registration Certificates
2	The HR Consultant must have completed/assigned at least three HR consulting works/assignments of Government Organization/ PSU / Listed Company preferably BFSI Organizations in last three years from the last date of submission of the EoI.	Copy of Certificates from the client.
3	The HR Consultant should have an average annual turnover of Rs. 50 lakhs and above from HR consulting works during the last 3 financial years, 2022-23 ,2023-24 & 2024-2025.	Audited Balance Sheet OR Certificate from Statutory Auditor indicating the annual turnover of the HR Consultant.
4	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 Letter head as per Annexure “B”.
5	The selected Consultant shall not be allowed to assign the work under this EOI to any other party.	Self-Declaration on Consultant's letterhead.
6	Commercial Quote	Consultant's letterhead as per <b>Annexure C</b>

#### Note:

- Supporting documents must be attached wherever applicable.
- All pages of bid documents must be signed by authorized person.
- All bid documents should be numbered in serial no i.e 1,2,3 and so on.

(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:

- i. That I am the Authorized Signatory of M/s.....
- ii. 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 Organization shall be liable to be blacklisted/debarred for future works/contract with PNBCSL. Any such action shall, however, be without prejudice other rights of PNBCSL 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 applicant Consultant for disqualification of the Proposal.

(On Letterhead of the Agency)

**Annexure: "C"**

**Commercial Quote:**

<b>S. No.</b>	<b>Description</b>	<b>Service Charge per month per person</b>
1	Senior Management Group	Monthly % of billed CTC
2	Middle Management Group	-do-
3	Junior Management Group	-do-

**Note:**

- i. We understand that the CTC shall be fixed by PNBCSL.
- ii. The %age quoted herein shall remain firm and unchanged throughout the contract period. Any request for change of rates during the tenure of the contract would not be entertained by the Company.
- iii. The above rates are exclusive of applicable taxes which would be charged at actual.
- iv. We are aware that all the payments shall be subject to TDS as per extant guidelines, as applicable at the time of payment.
- v. PNBCSL reserve the right to accept or reject the proposal.

I/We agree to undertake the work subject to terms and conditions stipulated by PNBCSL at the rates quoted above.

Place:

Date:

Signature of Party:

Name in Full:

Designation/Status:

Company Seal: