



**State Bank Operations Support Services Pvt Ltd
(SBOSS) Mumbai**

Expression of Interest (EOI)

**Market Assessment and Identification of
Manpower Staffing Agencies/HR Vendors**



INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR MARKET ASSESSMENT AND IDENTIFICATION OF MANPOWER STAFFING AGENCIES

State Bank Operations Support Services Pvt Ltd (Company), having its registered office at 2nd Floor, Madhuli Building, Shiv Sagar Estate, Dr. Annie Besant Road, Worli, Mumbai-400018 invites Expressions of Interest (EOI) from eligible and experienced manpower staffing agencies (“Applicants” / “Agencies”) for the purpose stated hereinbelow.

1. BACKGROUND

This Expression of Interest (EOI) is issued primarily for the purpose of assessing the prevailing market capability, statutory compliance readiness (including compliance with applicable Labour Codes), and operational strength of manpower staffing agencies, in anticipation of increased future manpower requirements, expanded operations, and business continuity considerations. Based on such assessment, the Company may, at its sole discretion, identify and shortlist agencies for consideration in any future sourcing, onboarding, or empanelment exercise, subject to a separate process, internal approvals, and terms and conditions as may be decided by the Company.

This EOI does not constitute and shall not be construed as an offer, tender, bid, quotation, assurance, or commitment of any kind, nor does it confer any right upon any Applicant for empanelment or award of work and is non exclusive tender. The Company reserves the absolute right to accept or reject any or all EOIs, in whole or in part, without assigning any reason whatsoever and without incurring any liability.

It is expressly clarified that this EOI is independent of and shall not affect, modify, supersede, or dilute the outcome of any previously concluded Request for Proposal (RFP) process or the empanelment of vendors pursuant thereto. Hence, existing empanelled vendors need not to participate in the exercise since the existing empanelment shall continue to remain valid and operative in accordance with its respective terms and conditions. This EOI is being issued purely in anticipation of future requirements.

2. BROAD & INDICATIVE SCOPE OF SERVICES

The broad & indicative scope of work / services may include, but shall not be limited to: - Supply of skilled/unskilled on-roll/off-roll/ contractual manpower as per Company’s requirements; recruitment, onboarding, Pan India deployment and replacement of manpower; payroll processing, wage disbursement and maintenance of records; statutory compliance under applicable labour laws including EPF, ESI, Bonus, Gratuity, Insurance, Labour Codes, etc.; discipline, supervision and attendance management of deployed manpower (complete life cycle) and any other allied/incidental staffing services as may be required by the Company.

4. ELIGIBILITY CRITERIA (INDICATIVE)

Applicants may preferably meet the following eligibility criteria as on the date of submission of the EOI. These criteria are intended **only for preliminary assessment** and shall not confer any right of shortlisting or empanelment. List of documents in support of eligibility is as per **Annexure D**.

4.1 Legal Status

The Applicant should be a legally constituted entity in India (Company/LLP/Partnership Firm) engaged in manpower staffing services and should not have been blacklisted or debarred by any Government Department, PSU, Public Sector Bank, statutory authority, or court of competent jurisdiction.

4.2 Experience

Minimum three (3) years' experience in providing contract manpower staffing services across multiple locations in India.

4.3 Statutory Registrations & Compliance

Valid PAN, TAN, GST, EPFO, ESIC, and competent to obtain labour licence(s) or registrations under the Labour Codes and rules framed thereunder, with a satisfactory compliance record.

4.4 Financial Capability

Sound financial standing with positive net worth, profit for two years and a minimum yearly average gross revenue of INR Fifty (50) Crore during the last three (3) financial years from manpower staffing services.

4.5 Operational Capacity

Capability to deploy 2000 resources in a year, when managing 5000 or more manpower across multiple locations and ability to complete manpower line-up (TAT) within a reasonable turnaround time of 30 days.

4.6 Relevant Client Experience

Experience of providing manpower services to PSUs, Banks, BFSI entities, or leading Indian business organisations, or ability to provide suitable client references.

5. COMPANY'S DISCRETION

The Company reserves the right to verify the information furnished by the Applicant; seek additional documents or clarifications; relax, modify, or waive any of the eligibility criteria at its sole discretion; and reject any or all EOIs without assigning any reason and without

incurring any liability whatsoever. Applicant shall have any claim against the Company arising out of this EOI process.

6. CONFLICT OF INTEREST

The Applicant Agency should not be owned or controlled by any Director or employee of the Company or its holding company, or their relatives as defined under the Companies Act, 2013.

7. SUBMISSION OF EOI

(i). Interested Agencies shall submit their EOI with: -

- **Annexure A:** Conformity Letter.
- **Annexure B:** Agency Profile.
- **Annexure C:** Past Experience (last three years).
- **Annexure D:** Self attested document / Declaration in support of eligibility.

(ii) **ADDRESS FOR COMMUNICATION:**

All communications from the agencies, including the Expression of Interest (EOI), must be submitted in writing in a superscribed envelope clearly marked **“Expression of Interest for Shortlisting of Staffing/Manpower Service Providers (Agencies)”** and sent by Speed Post to the address mentioned below with copy thereof through email:

(a). To,

Deputy General Manager (HR, Compliance & Risk)

State Bank Operations Support Services Pvt. Ltd. (SBOSS),

2nd Floor, Madhuli Building,

Shiv Sagar Estate, Dr. Annie Besant Road,

Worli, Mumbai-400018

(b) Email : fh1@sboss.net.in

(iii). Contact Details for Clarification .

1. Shri Sanjay Kumar Singh, DGM (HR, Compliance & Risk)

Email: fh1@sboss.net.in

2. Shri Tarsem Gard, AGM(HR)

Email: cc6@sboss.net.in

Indicative Timeline

- Commencement of submission: **22.12.2025**
- Last date & time of submission: **31.12. 2025**

8. EVALUATION

Evaluation of EOIs shall be carried out at the sole discretion of the Company based on internal criteria. The Company may shortlist one or more agencies or none at all and may decide not to proceed further with this EOI.

9. NO COMMERCIAL COMMITMENT

Any information sought under this EOI, including indicative commercial capability, is **purely for internal assessment** and shall **not** be construed as a bid, quotation, benchmark price, eligibility condition, or basis for award of any future contract.

10. COST OF PARTICIPATION

All costs incurred by Applicants in connection with preparation and submission of the EOI shall be borne solely by the Applicant. The Company shall not reimburse any such costs.

11. CONFIDENTIALITY

Information submitted pursuant to this EOI shall be treated as confidential, subject to disclosure required under applicable law, audit, or internal policies.

12. GOVERNING LAW & JURISDICTION

This EOI shall be governed by and construed in accordance with the laws of India. Courts at Mumbai shall have exclusive jurisdiction.

For and on behalf of SBOSS Pvt. Ltd.

Sd/-

Authorised Signatory

Designation: DGM (HR, Compliance & Risk)

Date: 21.12.2025

CONFORMITY LETTER

(On Applicant's Letterhead)

To,
Deputy General Manager (HR & Compliance)
2nd Floor, Madhuli Building,
Shiv Sagar Estate,
Dr. Annie Besant Road,
Worli, Mumbai-400018.

Date

Dear Sir,

Subject: Expression of Interest (EOI) for Shortlisting of Manpower Staffing Agencies

We, _____ (name of the Applicant Agency), hereby submit our Expression of Interest in response to the EOI issued by SBOSS Pvt. Ltd. ("Company") for shortlisting of manpower staffing agencies.

We confirm and acknowledge that:

1. This EOI is issued solely for market assessment and shortlisting purposes and **does not constitute any offer, tender, bid, quotation, or assurance of work** by the Company.
2. Submission of this EOI does not confer upon us any right to be shortlisted, empanelled, or awarded any contract.
3. We have carefully read and understood the terms, conditions, scope, and eligibility criteria contained in the EOI document and agree to comply with the same.
4. We agree that, if shortlisted, any future engagement shall be subject to execution of a formal agreement in the format and on the terms prescribed by the Company.
5. The Company shall not be bound by any deviations, conditions, or assumptions proposed by us, whether stated in our EOI or otherwise, unless expressly accepted by the Company in writing.
6. The decision of the Company in respect of acceptance, rejection, or shortlisting pursuant to this EOI shall be final and binding upon us.

Yours faithfully,

Authorised Signatory

Name:

Designation:

Name of Applicant Agency:

Signature & Seal:

ANNEXURE – B**AGENCY PROFILE FORMAT**

Sr. No.	Particulars	Agency Response
1	Name of the Agency	
2	Year of Establishment	
3	Registered / Corporate Office Address	
4	Email ID & Website	
5	Names of authorised representatives	
6	Contact numbers (Telephone & Mobile)	
7	Email IDs of contact persons	
8	Business Profile: (a) Description of business & background (b) Service profile (c) Domestic presence (Pan-India offices) (d) Any alliance / JV (if applicable)	
9	Year-wise Turnover (INR) – last three financial years	
10	Profit After Tax (INR) – last three financial years	

Please attach sheets, if space is not sufficient for giving the details in the columns above.

Commercial Alignment (Indicative Only)

13. Whether the Applicant is broadly capable of aligning with the Company's prevailing commercial Service Fee structure for similar manpower categories (indicative assessment only). This information is sought purely for internal assessment of commercial feasibility and shall not be construed as a bid, quotation, benchmark price, eligibility condition, or basis for award of any contract, nor shall it affect any concluded RFP or existing empanelment.
14. ☐ Yes ☐ No

Declaration

It is confirmed that the information furnished herein and, in all annexures, submitted pursuant to this EOI is true, correct, and complete to the best of our knowledge and belief. We understand that any misrepresentation or suppression of material facts may result in rejection of our EOI at any stage.

Authorised Signatory

Date

Name

Designation

Name & Address of the Agency:

Sael

Email

Mobile

DETAILS OF PAST ASSIGNMENTS / IMPLEMENTATIONS

(Separate Annexure C to be submitted for each assignment during the last three years)

1. Name of Client:
2. Client Address:
3. Nature of Business of Client:
4. Description of Assignment / Services Rendered:
5. Scope of Work:
6. Approximate Contract Value (INR):
7. Number of Manpower Deployed:
8. Duration of Assignment (From – To):

Client Reference details:

- (i) Name:
- (ii) Designation:
- (iii) Organisation:
- (iv) Phone / Mobile No.:
- (v) Email ID:

LIST OF DOCUMENTS TO BE SUBMITTED IN SUPPORT OF ELIGIBILITY.

1. Copy of Certificates of Incorporation issued by the Registrar of Companies with Memorandum & Articles of Association /Copy of Partnership Deed registered with the Registrar of Firms.
2. Applicant's self-declaration that it is not blacklisted or debarred by any Government Institution or by any court of competent jurisdiction.
3. *Copy of work orders and or certificate of completion of work.*
4. *Please provide address of applicant's Head Office with Regional Offices if any along with numbers of offices in Pan India.*
5. *Attested copies of the PAN/TAN, GST Registration Number certificates of the Applicant Agency along with KYC of the Partners/Company & its directors.*
6. *Financial Data (Revenue):-*

<i>Financial Data (Revenue)</i>	<i>Financial Data (Net Profit)</i>	<i>Financial Data (Net Worth)</i>
<i>Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs- Audited Financials are to be enclosed in support of revenue.</i>	<i>Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs- Audited Financials are to be enclosed in support of Profit.</i>	<i>Year 2022-23 Year 2023-24 Year 2024-25 Documentary proofs- Audited Financials are to be enclosed in support of Net Worth.</i>

7. *Applicant's self-declaration about (i) its total strength of employees as on date, (ii) how many employees have been onboarded by it during the last two years and (iii) the number of recruiters as on date on its roll.*
8. *Self- declaration about its effectiveness, efficiency and capability to complete the line-up within 30 days from the mandate.*
9. Copies of Work Order /Engagement Letter / Contract