

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

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

Request for Quotation (RFQ) for Employee Engagement Tool

RFQ No. SBIP/VM/22-23/04

Date:11-10-2022

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 related Employee Interaction Tool for employees based across India at Corporate office at 1st Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium, Worli – 400 018.

SCOPE OF SERVICES

An employee listening strategy is an orchestrated effort to better understand the people in organization and hence improve the employee experience. SBI Payments prefers to have a employee interaction toolkit which will purposefully designed to gather real-time feedback and ideas from employees throughout the entire employee life cycle.

- Providing chatbot or other tools with natural conversations at scale with regular follow ups to provide and create a safe space for employees to share candid feedback which to track engagement & close experience gaps, in real-time.
- Co-create an Employee Engagement Survey using best practices.
- Employee survey results and analytics reporting.
- Employee demographic information to support survey analysis.
- Relevant follow up and action planning for improvement.
- Co-creation of survey question format and content.
- Provide post-survey analysis and dissemination of data.

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 Vendor should have at least 2 years of experience in providing services related to Employee Engagement Tool.
- The vendor Should be authorised to carry out the services defined in the scope of services.



- Should be able to provide quick services and resolve any down time issues promptly.
- 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 19.10.2022 at 05:00 PM detailed as follow:

| In Person at | OR | By email at |
|---|----|---|
| SBI Payment Services Pvt Ltd 1 st Floor, Madhuli Building, Shiv Sagar Estate, Opposite Nehru Planetarium, Worli – 400 018 | | I. vpvm@sbipayments.com II. dvphr@sbipayments.com III. amhr.ops@sbipayments.com IV. srexevm@sbipayments.com V. vmssupport@sbipayments.com |

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

| Contact person Name | Designation | Email Id |
|---------------------|-------------|--|
| Mr. Ashish Semwal | DVP HR | dvphr@sbipayments.com |
| Mr. Manoj Kumar | VP- VM | Vpvm@sbipayments.com |
| Ms. Richa Narain | AM – HR | amhr.ops@sbipayments.com |

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



Manoj Kumar
(VP- Vendor Management)

