

**Pre-Bid query responses for RFP- RFP NO-P&SB/REC/RFP/HRC-1/2025 Dated 30.12.2025**  
**GEM Bid Number: BID NO: GEM/2025/B/7055925**

S.No	Reference clause	Reference page	Query	Reply
1	2.12 : The RFP response document should be submitted to the Bank in Original after applying online	Page 12	We seek clarification on whether hard copies must be submitted by the same deadline (21 January 2026, 5:00 PM), or whether the Bank may permit submission within 1–2 working days subsequent to the online submission	Hard copies of the RFP response must be dispatched on or before Last Date of RFP
2	The Applicant should be in the line of business for which RFP is issued and possess experience of providing end-to-end recruitment services (in India) during the previous 3 years to large organizations with employee strength of minimum 10000 and/or annual turnover of at least Rs. 500 crores.	Page 17	We request the Bank to consider relaxing the eligibility criterion of minimum employee strength of 1000 and/or annual turnover of ₹100 crore, to also allow applicants who have provided end-to-end recruitment services for organizations during their start-up or build-out phase, including hiring from scratch and scaling operations	The eligibility criteria prescribed in the RFP have been approved by the competent authority of the Bank and shall not be relaxed, modified, or deviated from.
3	The Applicant should be in the line of business for which RFP is issued and possess experience of providing end-to-end recruitment services (in India) during the previous 3 years to large organizations with employee strength of minimum 10000 and/or annual turnover of at least Rs. 500 crores.	Page 17	We request the Bank to consider relaxing the eligibility criterion of minimum employee strength of 1000 and/or annual turnover of ₹100 crore, to also allow applicants who have provided end-to-end recruitment services for organizations during their start-up or build-out phase, including hiring from scratch and scaling operations	The eligibility criteria prescribed in the RFP have been approved by the competent authority of the Bank and shall not be relaxed, modified, or deviated from.
4	4 SCOPE OF WORK : To empanel Human Resource Recruitment Consultant/s for recruiting CxOs (such as CMO – Chief Marketing Officer, CRO – Chief Risk Officer, etc.) and manpower Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, as per requirement of the Bank.	Page 19	We have extensive experience in hiring mid, senior, and leadership roles across clients. We assume that "Senior Management" refers to various leadership levels (e.g., DGM, GM, CGM) across the specified functional areas. Kindly confirm if our understanding is correct.	For the purpose of this RFP, "Senior Management" shall include AGM, DGM, GM, CGM, and other equivalent executive grades in the Bank.
5	4 SCOPE OF WORK : To empanel Human Resource Recruitment Consultant/s for recruiting CxOs (such as CMO – Chief Marketing Officer, CRO – Chief Risk Officer, etc.) and manpower Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, as per requirement of the Bank.	Page 19	We assume that you are referring to hiring of various levels of leaders e.g. DGM, GM, etc across functional areas will report to MD/CEO/ED? Kindly confirm if our understanding is correct	Reporting structure shall be decided by competent authority
6	4 SCOPE OF WORK : To empanel Human Resource Recruitment Consultant/s for recruiting CxOs (such as CMO – Chief Marketing Officer, CRO – Chief Risk Officer, etc.) and manpower Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, as per requirement of the Bank.	Page 19	We request the Bank to provide, if available, the indicative number or range of positions expected to be filled during the empanelment period across CxO roles, Senior Management positions, and other specialized or lateral recruitments, to enable bidders to align their resourcing and delivery approach accordingly	The number of positions shall be determined by the Bank on a need basis during the validity of the empanelment.
7	4.2 Broad Scope of the Project: 8. The hired consultant/Agency shall also conduct background verification covering criminal records, caste verification, disability certificate verification, education/professional qualification for positions identified by the bank.	Page 19	Kindly confirm the level and degree of verification as per PS&B policy. Please note that physical document verification and police verification can be facilitated at an additional cost.	Comprehensive background verification shall be conducted in accordance with Clause 4.2(8) of the RFP.
8	4.3: Detailed scope of project: 11. Arranging for various screening process including Psychometric Test (if required), composition of Selection Committee etc., in consultation with Bank.	Page 19	Kindly specify the conditions for Psychometric tests during the screening process	Psychometric assessments, if required, shall be conducted during the screening process as per the Bank's requirements which will be specified accordingly in work order.

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9	16 Assist the Bank in Internal selection/ promotion process including suggesting evaluation methods & competency tests.	Page 20	Please clarify if EY is to conduct specific assessments for internal selection/promotion. Kindly also suggest if the metrics for the assessments will be shared by P&SB.	Assessment requirements and metrics shall be need-based and administered by consultant, subject to the Bank's approval.
10	4 SCOPE OF WORK	Page 19	Kindly confirm whether any change or partial availment of scope during execution will be issued through a formal written work order / instruction for the purpose of SLA applicability and fee determination.	No change or partial availment of scope shall be applicable after issuing work order by the Bank.
11	The Scope of work shall include preparation of job specification in coordination with Bank for various positions which Bank intends to hire, undertake compensation survey and finalize the compensation structure in consultation with Bank, preparation of advertisement for filling positions identified by the Bank and facilitation of advertising the same in leading print and digital media according to Bank's requirements.	Page 19	Please clarify whether search-based hiring (executive search / head-hunting) is considered within scope for senior and specialised roles, or whether sourcing is expected to be limited to advertisement-led applications.	Sourcing under this RFP shall be restricted to advertisement-led applications only.
12	The hired consultant/Agency shall also conduct background verification covering criminal records, caste verification, disability certificate verification, educational/professional qualification verification, credit score checks etc including candidates selected through Direct recruitment by IBPS.	Page 19	In cases where delays in background verification are caused by third-party statutory authorities, kindly confirm whether such delays will be excluded from SLA computation.	There shall be no deviation from work order.
13	4 SCOPE OF WORK The Empanelled Applicant(s) will be required to facilitate recruitment of manpower in Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, in full compliance of all existing Govt. / Statutory Authority guidelines, within a specified timeframe.	Page 19	Please confirm whether each recruitment requirement will be governed by a separate work order specifying scope, timelines, milestones and commercials.	Each recruitment requirement shall be governed by a separate work order specifying scope, timelines, milestones, and commercials.
14	4 SCOPE OF WORK The Empanelled Applicant(s) will be required to facilitate recruitment of manpower in Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, in full compliance of all existing Govt. / Statutory Authority guidelines, within a specified timeframe.	Page 19	Please confirm the skill matrices for the recruitment of manpower to identify the right domain experts and SME recruiters for the dedicated team.	Skill matrices for the dedicated team shall be communicated through the respective work order.
15	4 SCOPE OF WORK The Empanelled Applicant(s) will be required to facilitate recruitment of manpower in Senior Management, Specialized Executive/ Domain Experts and other Lateral Recruitments on Contractual/ Regular Basis, in full compliance of all existing Govt. / Statutory Authority guidelines, within a specified timeframe.	Page 19	Kindly confirm an approximate compensation range as per P&SB's understanding for the roles in discussion.	Indicative compensation ranges shall be provided through the relevant work order.
16	KEY INFORMATION 7. Last date and time of receipt of RFP Response	Page 2	Considering the volume of queries, and to ensure we are able to align our proposition with the clarifications received post the pre-bid process, we request Punjab & Sind Bank to extend the deadline to January 28th, 2026.	Considering multiple requests received from Bidders, bank has decided to extend the deadline to January 28th, 2026.

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17	Providing the complete list of applicants clearly indicating their eligibility or otherwise for publishing on Bank's website keeping a window for objections, if any. Based on the objections received within stipulated period, the bidder shall take appropriate corrective action, if necessary, and will prepare final list of eligible candidates. This process of online objection and appropriate corrective action, if necessary, shall be done by the bidder, report of which shall be submitted to Bank.	Page 20	Please confirm whether the Bank will provide an application management platform or whether the consultant is expected to deploy its own system, for the purpose of processing applications and handling objections.	The Bidder shall deploy and operate its own system, for the purpose of processing applications and handling objections.
18	5.2 Eligibility & Technical Proposal: Experience of the applicant in the line of business of providing end to end recruitment services in Senior Management positions in India in the Banking Sector.	Page 22	We work extensively with both Indian and international clients, and broadening the scope to include global experience will allow us to better demonstrate the breadth and depth of leadership and specialized roles we have successfully recruited across diverse markets. We request the Bank to consider experience with global BFSI / GCC clients in addition to Indian credentials.	Bidders are requested to refer to Point 3.i (ELIGIBILITY CUM TECHNICAL) for detailed information.
19	5.2 Eligibility & Technical Proposal: Sectorial experience of providing end-to-end recruitment services in BFSI sector	Page 22	Kindly clarify how the scoring for sectorial experience in providing end-to-end recruitment services in the BFSI sector will be done.	The scoring methodology for sectoral experience shall be as specified in the RFP.
20	5.2 Eligibility & Technical Proposal: Dedicated Team support to be provided to Punjab and Sind Bank with relevant educational background, qualifying experience and credentials.	Page 22	Kindly clarify how the scoring will be done for the dedicated team support	The evaluation criteria for the dedicated support team shall be as specified in the RFP.
21	5.2 Eligibility & Technical Proposal: Experience of the applicant in the line of business of providing end-to end recruitment services in India	Page 22	Request clarification on the numeric benchmarks (such as years of experience / number of assignments) and the corresponding marks allocation	Numeric benchmarks and corresponding marks allocation shall be as specified in the RFP.
22	5.2 Eligibility & Technical Proposal: Dedicated Team support to be provided to Punjab and Sind Bank with relevant educational background, qualifying experience and credentials.	Page 22	We assume that a hybrid working model is acceptable for the dedicated team. Kindly confirm if our understanding is correct.	A hybrid working model for the dedicated team is acceptable, subject to the Bank's requirements.
23	5.2 Eligibility & Technical Proposal: Dedicated Team support to be provided to Punjab and Sind Bank with relevant educational background, qualifying experience and credentials.	Page 22	Kindly clarify if the open roles will be exclusive to the selected vendor or further open to all empanelled vendors.	The open roles shall be exclusive to the selected vendor, as per the RFP and the work order issued by the Bank.
24	The Applicant should be in the line of business for which RFP is issued and possess experience of providing end-to-end recruitment services (in India) during the previous 3 years to large organizations with employee strength of minimum 10000 and/or annual turnover of at least Rs. 500 crores.	Page 17	Kindly confirm whether organizations with employee strength of 10,000 OR annual turnover of ₹500 Cr (either one) will be acceptable, or whether both conditions are mandatory.	Compliance with either of the two criteria, i.e., minimum employee strength of 10,000 or minimum annual turnover of ₹500 Crore, shall be considered adequate. Fulfilment of both conditions is not mandatory.
25	The commercial quotes are not required to be submitted at the time of Technical proposal submission by the Applicants. Commercial quotations will be invited by Bank only from empanelled Applicant/s during the contract period based on Bank's requirements in hiring resources and the HR Consultants quoting the lowest bid will be awarded the said recruitment project.	Page 22	Please clarify the commercial evaluation mechanism during empanelment, including whether L1 will be determined assignment-wise or annually, and whether commercial bid is to be submitted along with Technical Bid.	The L1 bidder shall be determined on an assignment-wise basis. Submission of commercial details along with the Technical Bid is not required. The detailed commercial evaluation mechanism shall be governed as per the terms specified in the RFP.

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26	Providing the complete list of applicants clearly indicating their eligibility or otherwise for publishing on Bank's website keeping a window for objections, if any. Based on the objections received within stipulated period, the bidder shall take appropriate corrective action, if necessary, and will prepare final list of eligible candidates. This process of online objection and appropriate corrective action, if necessary, shall be done by the bidder, report of which shall be submitted to Bank.	Page 20	Please clarify whether the online objection management platform will be provided by the Bank or is expected to be developed and managed by the empanelled consultant.	The online objection management platform shall be developed, operated, and managed by the empanelled consultant, in compliance with the Bank's requirements and applicable guidelines.
27	1. The results published by the selected bidder/s will conform to the reservation guidelines as directed by the Govt. of India/any other guidelines in force of RBI/GOI/IBA in prescribed format duly signed by Competent Authority.	Page 21	Kindly confirm whether the Bank will provide the reservation roster and category breakup or whether the consultant is required to prepare the same independently.	The reservation roster and category-wise breakup shall be provided by the Bank. The consultant shall undertake recruitment activities strictly in accordance with the roster provided by the Bank and prevailing statutory guidelines at the time of publication of the advertisement.
28			Why not given the MSME & Start up exemption & very low tender value.	The eligibility criteria relating to minimum turnover and minimum experience have been prescribed keeping in view the complexity, scale, and criticality of the senior management hiring assignment. These positions require specialised expertise, domain knowledge, a proven track record, and prior experience in handling senior-level recruitment assignments. Accordingly, the stipulated criteria are essential to ensure that bidders possess the requisite financial strength and operational capability to deliver the assignment within the prescribed timelines and quality benchmarks. In view of the above, relaxation in the eligibility conditions cannot be considered, including under MSME or Start-up provisions, for this particular assignment.  Further, the tender value is indicative and shall depend on the actual work orders issued, based on the Bank's requirement for hiring as and when the need arises