Response to RFP Queries – RFP for Outsourcing of Mailroom Management, Scanning and Data Entry Activities

Sr. No	Scope	Query in Brief	Response
1	Scanning	All scanners to be deployed at SBI Life premises shall be top loading scanners	It should be top loading/ADF scanners.
2	Data Entry	Offsite location – can be defined by the service provider?	It is upto the service provider to decide offsite location for data entry services.
3	Data Entry	Data Entry system to be developed by service provider, please clarify.	Vendor should have generic offline data entry module which can be configured or customised as per requirements of SBI Life.
4	Data Entry - System Requirement	"Data Entry to be done on participants……………. for enabling data entry" – What are the multiple system involved and how will the data merge towards the end. What are the multiple systems to be exposed?	Vendor will have to upload output file as per requirement of SBI Life. Merging will happen at SBI Life's end. Further, SBI Life has their own online module for data entry which will be exposed to vendors.
5	Scanning	Point f- The scanning centers may undergo change periodically as per SBI Life's requirements. Clarification required- SBIL will ask to start additional center for mail room management activity so what would be the notice period. Is SBIL will ask to stop operations at any location than what would be the notice period? The similar statement is made on page no 18 point no e of ii- Scanner deployed by SBI Life so is the meaning of the both are identical?	SBI Life may notify the same to vendor which could be mutual agreed upon.
6	Commercial	Clarification Required- As the total no fields in the standard form are 220 so can we have 3 price band categories as follows in place of two price bands in Data Quality Check and correction activity. i- Field count <50 ii- Field Count >50 but < 100 iii- Field Count > 100	There will not be any change in commercial format.
7	Mail Room	Activities to be carried out at few locations or all 82 locations stated in annexure VI?	Activities to be carried out at all mentioned locations. Distribution of locations to vendors will be decided by SBI Life. SBI Life may add or remove locations from vendors.
8	Mail Room	Will any training be provided to the vendors staff allocated there regarding the process.	Training will be provided by SBI Life at branches.
9	Mail Room	For preparation of MIS/Reports computer systems shall be provided by SBI life.	Systems will be provided by SBI Life.
10	Mail Room	Approximate how many proposal forms/documents shall be available per location per day.	Volume will depend upon the geographical location & business season. Please refer Annexure
11	Mail Room	Minimum required no of people to be maintained or can be arranged as per the need.	It is to be provided as per the requirement of SBI Life.

12	Scanning	SBI life will provide vendor with systems having access to indexing software, vendor has to only arrange for scanners and manpower.	SBI Life has its own scanning solution & will be exposed to vendors.
13	Scanning	Per day approximate how many proposal shall come for scanning.	Volume will depend upon the geographical location & business season. Please refer Annexure
14	Scanning	Per proposal how many fields has to be indexed during scanning.	Indexing need to be done for all proposal pages. 15 to 20 document types are available under indexing.
15	Scanning	Physical size of document, To be scanned in B/W or Color, Saved in which format, Should be uploaded or will be auto uploaded	A4 size document, color scanning is required however output will be converted in grey scale & tiff format by SBI Life's scanning solution which will be auto uploaded on FTP.
16	Data Entry Processing and Data Entry Quality Checking	Access to the SBI life module shall be provided to vendor for offsite data entry.	Yes. Access will be provided by SBI Life.
17	Data Entry Processing and Data Entry Quality Checking	How many product types are there, any sample fields which can be communicated per product?	2 types of products - individual (traditional, ulip & annuity) and credit life
18	Data Entry Processing and Data Entry Quality Checking - System Requirements	"SBI Life may expose non work flow based data entry module for selected products. For doing data entry in SBI Life's module, the selected participant(s) must also have their own work flow which can run parallel to SBI Life's data entry module and shall host images of proposals for data entry and show dashboards and MIS." Please Clarify	Vendor should work on their offline module or offline module develop by SBI Life or SBI Life's online module.
19	Data Entry Processing and Data Entry Quality Checking - System Requirements	Can the entire activity be done only at SBI life module only?	Vendor should work on their offline module or offline module develop by SBI Life or SBI Life's online module. As per requirement of SBI Life
20	Mail Room	All 82 locations mentioned in proposal are currently functional or will come up as new setup	All locations are functional.
21	Scanning	Who will take the maintenance part where scanners are owned by SBI Life?	It will be taken care by SBI Life.
22	Mail Room	What is the current working window does branches follows?	It is from 9am to 6.30pm but vendor need to work on extended working hours or till office closure.
23	Mail Room	What is the cutoff time for each process at branches to benchmark SLA performance?	Will be specified in SLA once empanelled for the said Scope
24	Mail Room	Is in warding / dispatch is manual or tracked through system?	It is tracked through SBI Life system.

25	Mail Room	What is the current process and system used for in warding?	Inward-Outward module under Portal (Sbi Life system) is used for mailroom activities.
26	Mail Room & Scanning	What is the current average time being taken by branches to perform > Receipting > Inward > Scan > Index > Dispatch	There is no defined average handling timing for the said activity, performance depend on user experience & expertise.
27	Mail Room	What is the current employ strength is currently involved in mentioned 82 branches to perform in scope activities? Please clarify. On rolls Off rolls	It differs from location to location & business volume.
28	Mail Room	What is the window of activities of received and dispatch? What are the associated SLAs for this activity?	It's a daily activity and vendor need to perform it throughout the day.
29	Mail Room	Does receipt means receiving Physical documents courier / hand delivery	Yes.
30	Mail Room	Does cashier entry & cash reconciliations also comes under scope in mentioned 82 locations	No.
31	Mail Room	What are the different modes of receiving information for processing for instance? Scanned Document / Email / Inter Department or in physical form only etc.	Physical forms only.
32	Mail Room	Does scanning /Indexing of only NB applications is in SCOPE or Further requirements , Customer letters & Policy Servicing is also under scope ?	It includes all other documents apart from NB proposals.
33	Mail Room	Is there any pre scrutiny requirement for Application forms at Branch while receipting, scanning & Indexing If yes : does current workflow support discrepancy management If No : Is there any requirement to built such functionality in new workflow also do you require SMS gateway to be added to this function	Yes. Vendor personnel should ensure completeness of proposal form & mandatory documents before inward & scanning.
34	Scanning	How scanned Images are being uploaded in systems	It's a auto upload process through SBIL Scanning Solution
35	Scanning	Does SBI module (currently being used for Scanning Indexing) generates MIS / dashboards; Can we have sample formats of MIS reports?	No. Vendor Person has to maintain MIS of Scanned Document(s)
36	Data Entry, Quality Checking & Corrections	Are you considering 24*7 shifts in proposal or any specific working window is preferred?	Vendor should adhere to TAT specified by SBI Life. They may require to work on Sunday/Holidays.
37	Data Entry, Quality Checking & Corrections	Any specific location preference for DE/ QC offsite setup	No.
38	Data Entry, Quality Checking & Corrections	Is discrepancy management also in scope at offsite setup , please provide details If yes : does current workflow support discrepancy management process	Yes. Management of discrepancies & co-ordination with SBI Life branches is expected from vendors.

		If No : Is there any requirement to built such functionality workflow	
39	Data Entry, Quality Checking & Corrections	Would SBI provide (a) Lookups and (b) Data Entry validation rules for new DE workflow setup?	Yes.
40	Data Entry, Quality Checking & Corrections	What is the expected process for scanning issues resulting illegible file? Should they be sent for rescan?	Yes. Vendor should report the same as deficient. The same file will be rescanned after fulfilling the requirement.
41	Data Entry, Quality Checking & Corrections	While doing data entry, what would be the mechanism of resolution of query that DE operator team might have?	Training material will be provided to vendors at initial stages. Vendor need to report such queries to SBI Life team & SBI Life team will provide resolution to it.
42	Data Entry, Quality Checking & Corrections	What would be the mechanism and parameters by which SBI would check the delivered accuracy?	There is mechanism built in at SBI Life's end to assess the quality of data entry. SBI Life will provide error details to vendors.
43	Data Entry, Quality Checking & Corrections	What is the current business volume composition of : Standard Form : Small Form :	Standard Form - 85 % (Approximately) Small Form - 15% (Approximately)
44	Data Entry, Quality Checking & Corrections	Specific products segregation for : DE on SBI Life systems Participant's systems	All products are available in online as well as offline mode.
45	IT - Network	Please provide the Data Centre addresses (if multiple locations mention all) where supplier will need to connect to access in scope applications. Please provide the complete address details including zip code.	Kapas Bhavan , Plot no. 3a, Sector 10, CBD Belapur, 400614
46	IT - Network	Is Air gapped (isolated) Network required or Firewall separated architecture with TCS Shared Services (i.e. TCS Domain, AV, Patch Management, etc.) permissible?	Firewall separated with separate VLAN for SBI Life operations. Shared services of TCS AV and patch management with domain authentication is allowed however SBI Life Websites should be resolve through your DNS.
47	IT - Network	What is the SBI Life preferred mode of connectivity for data access (MPLS/P2P/Internet VPN - Site to site or Client to site)	MPLS only.
48	IT - Network	Would client provide WAN connectivity between Client Data Center & TCS Delivery locations or TCS would be responsible for WAN connectivity?	Bidder has to arrange end to end connectivity with CPE device at both ends.
49	IT - Network	Per session Bandwidth requirement for Data / Application Access?	Per session 50 kbps for portal application 2 MB link for FTP operations.
50	IT - Applications	Is there a requirement for supplier employees to interact with SBI Life users / customer? If Yes, will SBI Life provide access to their email system through VDI environment? Please mention which email client is used (Microsoft Outlook, Lotus Notes … etc.)	Vendors should provide their domain email IDs which can have access only to SBI Life domain mail IDs.

51	IT - Applications	Will SBI Life provide access to all the Internet based application / Internet websites through its virtual environment or will supplier need to provision the same through its network at offshore?	Applications to be accessed are web based applications
52	IT - Applications	Will SBI Life provide access to its applications via a virtual platform like Citrix / VMware for vendor employees?	Applications to be accessed are web based applications
53	IT - Applications	What would be the hosting requirements and who would provide that?	Bidder has to provide end to end connectivity to Sbi Life DC
54	IT - Applications	Will SBI Life Life allow any of TCS tools to be hosted in their environment?	Not clear on which TCS tool is to be hosted and what purpose
55	IT - Applications	Has the current DE module and DMS has API available to allow external integration	As given in RFP, SBI life own application is to be used for online data entry and that of the vendor for offline.
56	IT - Applications	Is any integration required with SBI Life systems with TCS workflow	As given in RFP, SBI life own application is to be used for online data entry and that of the vendor for offline.
57	Info Sec	Please specify any SBI Life specific information security guidelines to be followed at supplier delivery center?	The Bidder shall adhere to IRDAI Information & Cyber Security Guidelines, Information Technology Act 2000, its amendments and rules published by Government of India as well as SBIL Information Security Policy, Procedures, Guidelines. The Bidder shall ensure that they have information security organization in place to implement the provisions of SBI Life's information security requirements and protection of intellectual property. Implementation of DRM solution at outsourced vendor location of SBI Life is in progress. The selected bidder need to cooperate with the SBI Life for implementation of the same and provide required IT infrastructure.
58	Info Sec	Does the process have any requirements for adherence to standards like PCI-DSS / SAS 70, etc...	The Bidder shall be ISO Certified for the designated line of business e.g. ISO 27001, ISO 22301 preferably etc. If the Bidder is not certified then they should adhere to the requirement of these aforesaid standards.
59	Penalty	Overall penalties should to be capped	Will be specified in SLA once empanelled for the said Scope

60	Payment terms	Please confirm on payment terms	Monthly Basis
61	Data Entry, Quality Checking & Corrections	Can you kindly elaborate what is expected under Quality check & Data entry correction? Advice at what stage this activity will be assigned to service provider also provide the volume expected on this activity?	Checking Data With Proposal Images with Data available in System & Correction if reqd. It could be adhoc request as per requirements of SBIL.
62	Commercial Format for Scope B	Under the commercials we have to provide estimation for fields more than 50 fields. However under long form there are 220 fields and short form there are 100 fields. Let us know if we can consider the estimation for this parameter as max of 220 fields.	There will not be any change in commercial format.
63	Volume	What is the expected spike in terms of volume during month end and year end? Can we have the pattern? What is the average volume per day expected to be handled by service provider? What is the peak and non peak daily volumes typically in a month? Can SBI life share the historical data?	Volume estimate & expected rise may be intimated in advance
64	SLA- Quality	How will SBI Life team assess the quality of service delivered by service provider? Will it be on field level or form level and what will be the sampling size in terms of percentage?	There is mechanism built in at SBI Life's end to assess the quality of data entry. SBI Life will provide error details to vendors.
65	SLA- TAT (pg 18)	Does TAT of T+ 4 hours is combined for DE and QC for individually?	DE & QC Both are separate activity.
66	AHT	Kindly provide the Average handling time working on SBI Life's system for Standard and Small form i.e. Maker & Checker timing, along with Quality check.	There is no defined average handling timing for the said activity, performance depend on user experience & expertise.
67	Data Entry, Quality Checking & Corrections	What is the cut-off time for T+4 hours TAT?	Vendor should adhere to TAT specified by SBI Life. They may require to work on Sunday/Holidays.
68	Reports	Does SBI Life system provides production report & other MIS report?	No
69	Eligibility	Is service provider expected to provide leased line at its cost for this project?	Yes.
70	Commercial	In this contract can we provide YoY pricing for 3 year period?	The pricing will be freezed for 3 years.

Annexure will be attached separately.