

REQUEST FOR PROPOSAL (RFP)
For
Outsourcing of Printing of Policy & Non Policy Documents, and Quality check of images

Ref: RFP – SBILIFE/OPS/NB/2017-18/02

REQUEST FOR PROPOSAL (RFP)
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SBI Life Insurance Co. Ltd.

SBI Life Insurance Company Limited invites bids for outsourcing of end to end printing activity of Policy & Non-Policy documents

The details scope is mentioned in the RFP document.

Important Dates	
Upload of RFP on SBI Life Website	16 th January, 2018
Last date for sending the queries on RFP	25 th January, 2018 at 12 noon
Pre-Bid Meeting	29 th January, 2018 at 03.00 pm
Last date for submission of Proposals (Technical & Commercial)	6 th February ,2018 at 05.00 pm
Date for opening of Technical Proposals	6 th February, 2018 at 05.30 pm

Any change in the above mentioned timelines will be communicated through corrigendum on the website of the company.

Confidentiality – All information included in this RFP is confidential and only for the recipient's knowledge. No information included in this document or disclosed in any discussions connected to it can be disclosed to any other party. Receipt and viewing of this document implies acceptance of the above confidentiality norms.

Tender documents can be downloaded from the website www.sbilife.co.in

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Acronyms Used	
RFP	Request for Proposal
COI	Certificate of Insurance
NSE	National Stock Exchange
BSE	Bombay Stock Exchange
QC	Quality Check
KYC	Know Your Customer
XML	Extensible Language
FTP	File Transfer Protocol
PDF	Portable Document Format
TIFF	Tag Image Bitmap file
HNI	High Networth Individual
EMS	Express Mail Service
TAT	Turn Around Time
ISO	International Organisation of Standardisation
IT	Information Technology
BCP	Business Continuity Plan
NDA	Non Disclosure Agreement
CEO	Chief Executive Officer
LOI	Letter of Intent
FATCA	Foreign Account Tax Compliance Act
P2P	Peer-to-peer

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1. Introduction and Background

1.1 About SBI Life

SBI Life Insurance Company Limited (“SBI Life”/ “the Company”), established in 2001, is a joint venture between State Bank of India and BNP Paribas Cardif S.A. and is one of the leading life Insurance companies in India. SBI Life has an authorized capital of Rs. 2,000 crores and a paid up capital of Rs. 1,000 crores.

SBI Life offers a comprehensive range of life insurance and pension products at competitive prices, ensuring high standards of customer service and world class operating efficiency. The Company offers individual and group products which include savings and protection plans to address the insurance needs of diverse customer segments.

SBI Life has a multi-channel distribution network comprising of an expansive Bancassurance channel with SBI, which has an unrivalled strength of over 24,000 branches across the country. SBI Life also has a large and productive agent network comprising of 96,126 agents, as on September 30, 2017. The Company’s other distribution channels include direct sales and sales through corporate agents, brokers, insurance marketing firms and other intermediaries. As on September 30, 2017, the Company has a widespread network of 808 branches across the Country to address customer needs effectively and efficiently.

SBI Life is listed on National Stock Exchange (NSE) and Bombay Stock Exchange (BSE).

For more details, please visit: <https://www.sbilife.co.in/>

1.2 Objective

“SBI Life” invites proposals from interested participant(s) of repute for providing services mentioned below.

Scope A –

1. End to end activity of Printing of policy documents, and Certificate of insurance including preprinting quality check of printable data and management of undelivered policy bonds & COI’s.
2. End to end activity of Printing of non policy documents

Scope B –

Quality Check of images of proposal form and enclosures

This RFP is an invitation to the market players having experience and expertise in providing activities as detailed in the scope of this RFP. A bidder may bid for activities under scope A or scope B or both. Evaluation for each the scope will be carried out independently and selection will happen for specific scope.

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No contractual obligation of whatsoever nature shall arise from the RFP process unless and until a formal contract is duly signed and executed between SBI Life and the selected participant(s).

2. Scope of Work

“SBI Life” is looking at a service solution that encompasses following activities/functionalities as mentioned below in Scope.

Scope A - It will include

- Printing of policy bond / COI booklets. Policy bond and COI will be printed with variable data fields in specifically designed template, policy conditions and images of proposal form and other documents. This booklet will have specifically designed cover page and envelope as specified by SBI Life (description of images to be enclosed is provided in detailed scope)
- Quality check of printable data/ images, which will consist of verification of data with relevant images (for the data fields defined by SBI Life) identification of errors and correction of some of the data fields and submission of activity report in the format defined by SBI Life.
- Doing Digital signature of PDFs of policy bond/ COI booklet and transferring of the same to SBI Life.
- End to end despatch process including managing despatch with India post and couriers.
- Tracking of despatch details from the postal site and sharing the tracking/delivery details on daily basis.
- Managing returned undelivered policies/ COI.
- MIS of the activities mentioned in scope with real-time dashboards

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Detailed scope is outlined below:

End to End Policy Document and COI Printing Process

1. Policy bond/COI will be prepared in form of a booklet. It will combine printing of data and image files. In each policy booklet data will be printed in variable as well as in static forms. Variable part will consist of client specific data and fixed part will have policy conditions pertaining to that particular policy. Image files in the booklet will consist of KYC and other documents as defined by SBI Life. All policies/ COIs will have specifically designed cover page and envelopes.
2. Standard templates for printing will be designed by the printer(s) as per the specification given by SBI Life. Printer(s) will create the printable files out of them. Printer(s) **should design product/ version wise templates** as per the specifications given by SBI Life. One product can have multiple templates.
3. All templates will have systematically designed version control indicators and relevant templates should be picked automatically as per the version required for the job. Version controls of the same will be maintained by the printer(s).
4. The template designed by the printer(s) will be exclusively for SBI Life. SBI Life will have the copyright on all the templates designed in this process.
5. All templates have to be specifically approved by SBI Life. Modifications in the templates by the printer(s) cannot be done without specific authorisation from SBI Life.
6. Design or any subsequent modification in design of booklet, cover page, other pages or envelope have to be specifically approved by SBI Life. Version control protocol will take care of all such modifications.
7. Data for printing will be transferred by SBI Life in XML/CSV or any other format and also in PDF/ TIFF or any other file format through secured FTP. Data will be in encrypted form only.
8. Printer(s) will download the images, data and other relevant files from secured FTP.
9. File containing data will be used for printing by the printer(s). This file will be used for spool based printing.
10. File containing data will be used for image based data quality check by the printer(s).
11. Proposal/ Document Images will be provided in PDF/TIFF format and will have to be aligned with data quality checking as well as with policy printing processes.
12. Policy/ COI booklet will be developed into printable PDF documents after the process of data and image quality check and other related activities for data accuracy is completed
13. Every policy PDF/ COI PDF has to be digitally signed.

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14. Printed policy pages will be specifically designed into an attractive and coloured booklet. Booklet making will involve folding & binding (middle pinning) of physical document into coloured and attractive designed cover page as prescribed by SBI Life. Sample cover page is enclosed as Annexure.
15. Envelope for policy will be designed in attractive colour on the basis of specifications provided by SBI Life. Sample envelope is enclosed as Annexure.
16. It may have insertion of any standard literature/template information. Such insertion will be provided separately by SBI Life for incorporation into policy envelope/ booklet. Insertion document may also be printed by the printer(s) as per the requirement of SBI Life.
17. There will be differential packaging of HNI and Non-HNI policies in terms of different GSM quality paper sheets, design of cover page and other pages and envelope as per the instructions from SBI Life from time to time.
18. Printer(s) will be handling end-to-end despatch related activities to ensure Policy & COIs are handed over to Post/Courier in the required format in soft/hard copy as per the requirements of SBI Life
19. Barcode will be printed on policy documents which will be despatched through Speed Post/Couriers etc. Barcode Printing will include (a) Printing the EMS bar code on the Policy Document (b) Sticking EMS Number Barcode in case electronic series is not available or in case of policies have to be re-despatched (c) Reading the Barcode through Scanner & Updating the EMS Number against the Policy Number in the database (d) Managing the EMS Series and Informing SBI Life for getting the new series in case of series stock level goes down (e) Soft copy generation & Mailing the softcopy to Speed Post as per the requirement of Postal department.
20. Printer(s) will have to adhere to all the formalities/ processes required by postal department or any other despatch agency for handing over consignments to them. Printer(s) may have to modify their process in the wake of any change in the processes adopted by despatch agencies from time to time
21. Printer(s) will be coordinating with despatch agencies for the day to day activities and ensuring that despatches are done within TATs agreed with SBI Life.
22. Printer(s) will upload digitally signed PDFs of individual policies/ COI back to SBI Life through FTP for archival.
23. Printer(s) will be able to demonstrate end to end process which should be based on a robust automated software system with sound validations, logic, customizations, ability to scale etc as per requirements of SBI Life. The process at printer's end should conform to the best industry standards and practices. Strength of such customisation will be important criteria to determine relative robustness of the bidder.

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24. Printer(s) should have a robust system of reporting of process status and other MIS on daily/periodic basis as per requirements of SBI Life. Online and real-time dissemination of MIS will be required.
25. Printer(s) will manage logistics of movement of printed material from printing facility to SBI Life and vice versa (if required). This is required wherever printed documents to be sent to SBI Life.
26. Printer(s) to provide reconciliation MIS for the adhesive stamps affixed for Jammu and Kashmir policies.

Pre-printing Quality check of policies:

1. Pre printing Data quality check will involve checking accuracy of details to be printed on policy document/COI.
2. This quality check will be done on the basis of images of proposal form and other documents.
3. On receipt of data and image files, participant(s) will carry out Data Quality check before sending them for printing.
4. Vendors must have its own IT system, manpower and infrastructure to carry out this activity.
5. Number of fields to be checked will be specified by SBI Life and may vary from plan to plan.
6. Vendors will identify errors and record them. In certain identified types of data fields (non critical) corrections have to be carried out at vendors end. Other type of data (critical) has to be sent to SBI Life for correction of records. MIS of both types of activates will have to be shared with SBI Life in a specified format. SBI Life will evaluate impact of such errors and send a revised input to the printer(s). SBI Life will provide list of such data fields.
7. Vendors should have robust systems in place to carry out exchange of data with SBI Life where reconciliation and removal of duplicates can be done without exception.
8. Failure to carry out this activity will invite penalty.

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Handling of Undelivered Policy Document:

1. Undelivered policies/ COIs will be received back at Printer's location. Storage of undelivered policies will be done at the printer's location for a defined period. In this period printer(s) will provide facility to retrieve the policy/ COI and re despatch it to the customer or hand it over to SBI Life.
2. After Printer(s) receives back undelivered policies, it will note down reasons for return of policy. Printer(s) will again check address from proposal form, previous calling remark and do necessary corrections if required.
3. Printer(s) will make telephone calls to the policyholder and recheck the accuracy of the address.
4. Printer(s) to ensure that calling is done within 3 days and MIS for the same is to be provided to SBIL.
5. Printer(s) to share the recording of calls made to customer for undelivered documents to SBI Life for future reference and verification.
6. A minimum of 4 calls are to be done for every undelivered policy. It will note down additional details with regard to address. A detailed process will be shared with empanelled printer(s).
7. Printer(s) will send Inland letter / Intimation letters to the policyholder with the reason for non delivery of the policy document.
8. Email will also be sent to the client wherever email id exists.
9. Printer(s) will maintain and share MIS for undelivered policy documents on daily basis with calling efforts done.
10. On advice of SBI Life they will re-despatch policy documents.

Recording of delivery date of Policy Documents:

1. Tracking and delivery data from website of India post will be handed over to SBI Life after every 15th day.
2. Printer(s) will create PDF of delivery details (Proof of delivery) for every policy from website of India post and transfer to SBI Life through secured FTP.
3. Printer(s) to share the acknowledgement receipt for the policies handed over to postal or courier agency(ies) on daily basis.

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End to End Non-Policy Document Printing Process:

1. This involves printing of non policy documents like premium notices, receipts, unit/account statements, refund letters, delay intimation letters, miscellaneous correspondences to customers in inland letter and any other format as per the requirements of SBI Life.
2. Data transfer will happen through FTP Server, as it happens in the case of policy printing.
3. Input data will be provided either in Spool based or in non spool based structure as per the requirement of the process. The same may vary depending on type of communication.
4. Standard templates for printing will be designed by the printer(s) as per the specification given by SBI Life. Printer(s) will create the printable files out of them. The templates may vary from time to time as per SBI Life requirements.
5. All creation/ modification of templates will be approved by SBI Life. All templates and formats will have version controls. Printer(s) will maintain such version controls.
6. Printer(s) will manage end to end process. It will include printing, stuffing of the printed document(s) including additional inserts /pamphlets etc(if any) into window envelope as per the requirement, pasting of envelope, postal franking in case of despatch through India Post and handover to designated despatch agency.
7. Printer(s) will ensure reporting of process status and other MIS on daily basis as per the format and specification given by SBI Life.
8. Printer(s) will manage logistics of movement of printed material from printing facility to SBI Life and vice versa (if required). This is required wherever printed documents to be sent to SBI Life.
9. Stationery required for the non policy document printing including inland letter and window envelopes will be procured by the Printer(s) as per the requirement, design and specifications of SBI Life from time to time.
10. Printing will have to be done from multiple locations as per the requirement of SBI Life.
11. Printer(s) will maintain sufficient stationery to cater to the volume requirements and avoid stock outs.
12. Printer(s) will upload PDF of communications despatched back to SBI Life through secured FTP for archival.
13. Printer(s) will be able to demonstrate end to end process which should be based on a robust automated software system with sound validations, logic, customizations, ability to scale etc as per requirements of SBI Life. The process at printer's end should conform to the best industry standards and practices. Strength of such customisation will be important criteria to determine relative robustness of the bidder.

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Spool based handling of End to End Email Communications to Policyholders (E-Statements)

1. Data for e-statements shall be uploaded in FTP for each category of communication. This activity does not include the physical despatch of the communication but the communication through electronic mode.
2. Processing the data by creating individual PDFs (wherever required) and run the Email blast with attachments (wherever required) to the email ids provided in the spool file
3. Printer(s) to share MIS with details of successful email delivery and bounce cases with reasons.
4. Multiple email attempts to be made for soft bounce cases as per requirements of SBI Life
5. Reprocessing of emails for failed cases and despatch of physical copy wherever required as per SBI Life requirement.
6. Entire process of emailing, MIS and reprocessing etc should be automated including despatch of physical copy in case of failures.
7. MIS for the email delivered and failure report to be shared with SBI Life on daily basis.
8. Template for email should be developed by printer(s) and will vary based on type of communication. The templates may vary from time to time and need to be developed as per SBI Life requirements.
9. Printer(s) should have the necessary infrastructure to avoid the bulk mails being sent as spam. The prerequisites to avoid classification as Spam are given below –
10. Need proper domain names & IP address
11. Domain names should have proper MX record, Domain names should have proper Reverse DNS record, Domain names should have proper SPF record,
12. Domain as well as IP address should not be blacklisted.
13. Email gateway should have configured for TLS communication with proper certificate.
14. Valid email address through which email will be sent (Envelope sender should be same as sender email address).

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Scope B : Quality check of Images

1. Vendor(s) to do Quality check of images of proposal form on clarity, sequence, orientation, missing pages, blank pages and indexing of images as per the requirement of SBI Life.
2. Vendor(s) to do Indexing, Searchable PDF conversion (whenever required) of various documents/ proposals as per SBI Life requirement.
3. Vendor(s) should ensure to provide daily MIS of images downloaded, processed corrected & rejected during quality checking process.
4. Vendor(s) should be able to demonstrate on similar services handled.
5. Vendor(s) to do clean up activity in FTP.
6. The TAT for the activity of Scanning & indexing shall be 12 hrs and should be demonstrable by participant.

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General Scope

- This shall be an offsite activity at Vendor's premises
- Participants have to adhere to the SBIL Policy on Information Security Requirements for Third Party..
- SBI Life would, as a part of the regular reviews/site audits and audits carry out assessment of effectiveness of controls including surprise visits.
- Participant(s) will have to adhere to the process and service quality parameters laid down by SBI Life.
- There should be a facility for providing real time dashboard, which should be exposed to SBI Life.
- The participant(s) should confirm to SBI Life's Information Security Policy for third party.
- Participant(s) should adhere to IRDAI regulations and guidelines (issued from time to time) along with outsourcing policy of SBI Life.

SBI Life expects the participant(s) to provide end to end solution for the activities covered in the scope section. The solution proposed should conform to the best industry standards and practices.

Services shall be rendered seven days a week and on Holidays, on Month end/Year end or as per the requirement of SBI Life.

3. Eligibility Criteria

Bids should be submitted by one single entity/organization. The participant(s) will not be permitted to submit the bid in consortium with another participant(s).

The services provided should conform to the best in industry standards and practices.

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BASIC ELIGIBILITY CRITERIA FOR SCOPE A AND SCOPE B:

1. Bids should be submitted by one single entity/organization. The interested participant(s) will not be permitted to submit the bid in a consortium with another service provider.
2. Participant(s) should not be a group entity or related party of any Insurer or insurance intermediary or the Directors of the Company should not be having any insurance agency. Further the participant(s) must give an undertaking that they or their group entity and related parties do not have any insurance intermediary license and that none of their Directors have any insurance agency. This is an essential prerequisite for considering the proposal of the Participant(s). Further, the selected/empanelled participant(s) or entity or related party or any of their directors should not obtain any insurance license either as a broker or an agent [individual or Corporate Agency] during the term of the agreement with SBI Life and for a period as stipulated in the SLA, subsequent to the termination of the contract with SBI Life.
3. Participant(s) must be Companies, Registered under the relevant provisions of the Companies Act, 2013
4. Should have proven capability and prior experience of at least 3 years in carrying out the activities outlined under the scopes mentioned above.
5. Should be having minimum turnover of Rs 50 crores for last 3 years. Profitability in last three completed financial years will be an additional desirable attribute.(to be substantiated with summary of audited balance sheet)
6. Accreditation for Quality/Data Security Certifications like ISO 27001, ISO 9001 etc. for is essential. Other certification like IBA is essential.
7. Shall provide adequate Business Continuity Planning including provision of UPS for a minimum of 45 minutes and a Diesel Generator backup. The DG set must have adequate fuel on site to provide power for at least 2 days in case of exigency situations
8. Printer(s) having location at Mumbai/Navi Mumbai will be preferred
9. Should have qualified, adequate, sustainable and trained manpower for quality check with complete skill sets as per best industry standards.
10. Should be able to demonstrate quality and scalability in image management process.
11. Should be providing services of similar nature to any other BFSI/ Life insurance company with minimum two references in Life Insurance.
12. Shall ensure compliance to all regulatory and government laws including all Labour Laws of the country

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13. Ensure strict security and confidentiality in terms of data and information while operating from its facility and adhere to all ISMS guidelines as mandated by SBI Life.
14. Any statutory or regulatory approvals and compliances thereof shall be the sole responsibility of the participant(s). SBI Life shall not be a party to any violation of any Laws / Regulations / Statutes / Intellectual Property Rights of whatsoever nature by the participant(s).
15. Should have tie-ups with at least two service providers for Point to Point (P2P)/MPLS/Connectivity at their own facility. The participant(s) should supply and connect to MPLS/P2P link of minimum 4 MBPS bandwidth for seamless transfer of data/images at all facilities. In case of single MPLS or P2P link, there should be back-up of MPLS/P2P link with adequate bandwidth. Participants may also connect through VPN of similar specifications.

4. Evaluation Criteria

The basis of evaluation will be on techno-commercial criteria. Participants will be evaluated exclusively for scope A and B. Weightage of the technical-commercial evaluation will be on 60:40 ratios. Participants should satisfy the basic eligibility criteria as mentioned above. Based on the bid submitted, technical evaluation would be done to shortlist eligible participant(s). Only those participant(s), who qualify in the technical evaluation, will be considered for techno-commercial evaluation. The decision of SBI Life in this regard shall be final and binding.

EVALUATION CRITERIA – SCOPE A (PRINTING OF POLICY , NON POLICY DOCUMENTS AND PREPRINTING QUALITY CHECK OF PROPOSALS)

- 1 Should have installed printing capacity of at least 5,00,000 impressions in a day which can be scaled up as per SBI Life requirements.
- 2 Preference shall be given to printer(s) having both offset and variable data printing infrastructure.
- 3 Should have Postal Franking license with in-house franking facility at multiple locations.
- 4 Should be doing policy bond/ COI printing and printing of non policy documents for at least 2 life Insurance companies.
- 5 Should have adequate technical capability and infrastructure to handle regular business volume and seasonal spikes as well. Degree of automation will be a significant criteria for evaluation.
- 6 Should have qualified, adequate, sustainable and trained manpower for quality check with complete skill sets as per best industry standards.

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- 7 Printer(s) having location at Mumbai/Navi Mumbai will be preferred.
- 8 Should have capability and continuing experience of doing supporting activities like data/image QC, sending bulk email communications to customers, managing undelivered documents. Should provide demonstration for the similar activities handled and the capacity of volumes handled.
- 9 Should have its own integrated workflow system.
- 10 Should have experience in designing and template making of documents to be printed.
- 11 Should be able to provide real time MIS and dashboard accessibility to SBI Life.

EVALUATION CRITERIA – SCOPE B (IMAGE QUALITY CHECK)

- 1 Should have proven IT capabilities in areas of image cleansing, indexation and PDF creation. Should have adequate infrastructure and IT facility as per requirement of SBI Life. All locations to be inter-connected to their main centre with minimum 10 MBPS P2P links, if Participant(s) have multiple delivery centres.
- 2 The participant(s) should have an electronic imaging based configurable work flow for distribution, monitoring and control of work and real time reconciliation and MIS reporting capability.

5. Response to RFP

1. The bidders(s) should submit technical and commercial proposal in response to this RFP in separate envelopes for Scope A and Scope B , super scribed as Proposal for Scope A and/or Scope B as the case may be. Inside the envelope for a given scope, “Technical Proposal” and “Commercial Proposal” should be kept in separate envelopes for that scope. Commercial proposal must be in sealed envelope.
2. The Technical proposal should contain information necessary to establish the credentials of the interested printer(s). The information to be covered is indicated below. Necessary documentary evidences needs to be enclosed.
3. Brief Company overview with name & address and year of establishment.
4. Management details including ownership pattern, share holding, whether a listed company etc.
5. Business performance during last three completed financial years (FY 2014-15, 2015-16, 2016-17) along with brief summary of audited financial results.

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6. Details of print facilities with address, infrastructure details and contact person details.
7. Details of installed capacity and current spare capacity at each of the facility.
8. Details of stationery procurement arrangements.
9. Details of Postal Franking Licenses.
10. Demonstrable IT and Software capabilities w.r.t. Print file generation through streaming data through standard templates, emailing and other allied activities. Please provide the details and proposed process flow
11. Details of Backup/Business Continuity Plan in place.
12. Details of data security measures and certifications.
13. Details of contracts relating to secured printing awarded like cheque printing etc (if any).
14. Details of industry awards, recognitions, affiliations and certifications, if any.
15. List of existing clientele with information on bonds printing, COI, impressions, email and quality check activities being handled for them and volumes scope wise handled during last 2 FY(FY 2016-2017,2015-2016) in the below format.

S.No.	Activities Handled	Volume handled in a day	Volumes handled in a week	Volumes handled in a month	Volumes handled in a year
1	Printing of policy bond				
2	Printing of COI's				
3	Printing of non policy documents				
4	Emails				
5	Quality check activities				

16. References from existing clientele of life insurance companies with name and contact details.
17. Letter from competent authority of printer(s) on name, designation, contact details of the authorized person for communication.
18. Specimen copy of the policy booklet/inland letters etc should be submitted as proof of concept.
19. Lead time required for taking over the printing activities.
20. Information with regard to your Company being blacklisted by State/Central Govt. undertakings/public sector units or whose contracts have been terminated because of this reason.

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21. All pages of the proposal except un-amended printed literature shall be initialled by the person(s) signing the proposal.
22. The commercial proposal should only contain the charges offered for the proposed outsourced activity. The format of commercial proposal is provided in the Annexure to this RFP.
23. The cost should be quoted in Indian Rupees only and should be exclusive of applicable taxes. Relative cost, cost as a percentage to some other factor is not acceptable in the commercial format. Tax Deduction at Source (TDS) in India, as applicable, will be deducted by SBI Life.
24. The commercial proposal is required to be submitted separately in a sealed envelope and no other document should be submitted with the commercial proposal.
25. In case the technical or commercial proposal is incomplete in any respect, SBI Life reserves the right to reject such proposals summarily.
26. All the pages of the proposal shall be initialled by the person(s) signing the proposal.

The last date for submission of technical as well as commercial proposal is 6th February 2018 at 5.00 pm. The proposal should be submitted in sealed envelope clearly mentioned as “**RFP – Outsourcing of End to End Printing Activity of Policy and Non-Policy Documents**” and addressed to

SVP and Head – New Business and Underwriting
SBI Life Insurance Co. Ltd.
8th level, Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40,
Seawoods, Nerul Node, Navi Mumbai 400706
Tel: +91 22 6645 6000 (Board)

- The proposal received through fax, email or any other electronic media shall not be considered.
- SBI Life shall not be responsible for non-receipt of proposals within the specified date and time due to any reason whatsoever. Proposals received after the stipulated time of the due date or incomplete in any respect are liable to be rejected.
- SBI Life reserves the right to accept or reject any proposals without assigning any reason thereof and SBI Life’s decision in this regard will be treated as final. SBI Life also reserves its right to withdraw the RFP process at any stage without assigning any reason thereof. No communication in any form shall be entertained in this regard.

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- SBI Life reserves the right to disqualify the printer(s) blacklisted by State/Central Govt. undertakings/public sector units or whose contracts have been terminated on account of poor performance, if any such information comes to the knowledge of SBI Life at any stage either during RFP/tendering process or after short listing the printer(s).
- Bids in consortium are strictly prohibited.
- The printer(s) should submit their bids at their own cost and should bear all the cost whatsoever nature that they may incur for their participation in the entire process.
- The printers must organize their response in accordance with the scope as specified in the RFP document and under no circumstances extraneous information should be included in the proposals.
- All proposals and supporting documentation shall be submitted in English.
- The participant(s) may either apply for any one of the scope i.e. Scope A or Scope B, or combination of the scopes.
- The participant(s) to submit the commercial and technical proposals separately.
- Scope A and Scope B will be evaluated separately. SBI Life may select multiple participant(s) under any single scope.
- There will not be any minimum volume commitment. The technical proposal must clearly indicate the choice of scope applied for.
- The participant(s) should submit technical and commercial proposals in response to this RFP in sealed and separate envelopes, super scribed as “Technical Proposal for Scope - _____” (Scope Numbers to be mentioned) and “Commercial Proposal for Scope - _____” (Scope Numbers to be mentioned) as applicable.

Technical Proposal

The Technical Proposal should contain information necessary to establish the credentials for the solution being offered by the participant(s). The information to be covered is indicated below. Requisite documentary evidence needs to be enclosed.

The Technical proposal must contain information proposed in the prescribed format only. The technical proposal format is provided in **Annexure** to this RFP. Requisite documentary evidence needs to be enclosed, wherever required. The proposal should clearly mention the Scope of Activities for which proposal is being submitted.

One (1) hard copy of the technical proposal needs to be provided. In addition, softcopies of the technical proposal should be provided on a USB drive device.

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NDA & All other Annexure as prescribed in this RFP document.

Commercial Proposal

The Commercial Proposal must contain charges proposed in the prescribed format only. The commercial proposal format is provided in the **Annexure** to this RFP. Any conditional or multiple submissions will result in disqualification of the participant(s).

The charges proposed by the participant(s) and agreed to by SBI Life for the activities covered under scope of RFP shall remain frozen during the term of contract which is 3 years from the term date mentioned in Letter of Intent (LOI).

The cost should be quoted in Indian Rupees only and should be exclusive of the applicable Goods and Service taxes. Relative cost, cost as a percentage to some other factor is not acceptable in the commercial format. Tax Deduction at Source (TDS), as applicable, will be deducted by SBI Life.

Bids in consortium are strictly prohibited.

The Commercial proposal is required to be submitted separately in a sealed envelope and no other document should be submitted with the Commercial proposal. Only one (1) hardcopy (original) of the commercial proposal needs to be provided.

The last date for submission of technical and commercial proposal is **6th February 2018 at 5.00 pm**. The proposal is to be sealed in two separate envelopes, super scribed as “Technical Proposal” and “Commercial Proposal” respectively, and sent to:

SVP and Head – New Business and Underwriting
SBI Life Insurance Co. Ltd.
8th level, Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40,
Seawoods, Nerul Node, Navi Mumbai 400706
Tel: +91 22 6645 6000 (Board)

All pages of the original hardcopy (technical & commercial) proposal shall be initialed by the person(s) signing the proposal along with seal. In case the technical or commercial proposal is incomplete in any respect, SBI Life reserves the right to reject such proposals summarily.

All proposals and supporting documentation shall be submitted in English.

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- Proposal received through fax, email or any other electronic media shall not be considered.
- SBI Life shall not be responsible for non-receipt of proposal(s) within the specified date and time, due to any reason whatsoever. Proposals received after the stipulated time or incomplete in any respect will be summarily rejected.
- SBI Life reserves the right to accept or reject any proposal/s without assigning any reason thereof and SBI Life's decision in this regard will be treated as final. SBI Life also reserves its right to withdraw the RFP process at any stage without assigning any reasons thereof. No communication in any form shall be entertained in this regard.
- Participant(s) should submit their bids at their own cost and should bear all the costs of whatsoever nature that they may incur for their participation in the entire process.
- Participant(s) must organize their response in accordance with the scope as specified in the RFP (refer Section 2) and under no circumstances extraneous information should be included in the proposals.
- This RFP is not an offer by SBI Life but an invitation for Proposals. No contractual obligation of whatsoever nature shall ever arise from the RFP process unless and until a formal agreement is signed and executed by the duly authorized signatories of SBI Life and the selected participant(s).
- SBI Life reserves the rights to amend, modify, add or delete either in part or in full any conditions or specifications without assigning any reason during the entire process.
- SBI Life reserves the right to disqualify the participant(s) blacklisted by State/Central Govt. undertakings/public sector units or whose contracts have been terminated on account of poor performance, if any such information comes to the knowledge of SBI Life at any stage, either during tendering process or after short listing the participant(s) or at any time thereafter.
- SBI Life reserves the right to negotiate/re-negotiate the prices with the shortlisted participant(s).

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6. Clarification

SBI Life will conduct scope-discussion session “**Pre-Bid Meeting**” on 29th January , 2018 and demonstration on existing processes

Queries, if any, may be communicated through an email to operations.solution@sbilife.co.in. The subject of the mail should be “**Queries on RFP – “Outsourcing of End to End Printing Activity of Policy and Non-Policy Documents”**”. No other form of communication will be entertained. All queries must be sent to the email ID specified by **25th January, 2018, by 12.00 noon**. Queries received post cut off time may not be considered.

SBI Life shall provide the clarifications to the queries raised by participant(s) on ‘**29th January, 2018 at 3.00 pm**’ in the pre-bid meeting. The pre-bid meeting will be held at below address –
SBI Life Insurance Co. Ltd.
8th level, Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40,
Seawoods, Nerul Node, Navi Mumbai 400706

It is necessary to inform us well in advance, the name(s) of the representative(s) of Participant(s), who will be attending the session as scheduled above, along with an authorization letter signed by the Competent Authority of participant(s). This can be communicated through an email on operations.solution@sbilife.co.in.

Participation in the Pre-Bid meeting is non-mandatory. However, it is advisable that participant(s) attend this meeting which would be mutually beneficial.

In addition, to assist in examination, evaluation and comparison of proposals SBI Life may, at its discretion, seek clarifications from participant(s). The response/clarifications shall be in writing and no change in the prices or substance of the proposal shall be sought, offered or permitted.

Note: Email sent by participant(s) to the aforementioned official email id of SBI Life would be considered as written communication in the scope of this RFP.

7. Opening of Technical Proposals

The technical proposals submitted shall be opened by SBI Life for evaluation on “**6th February, 2018 at 05.30 pm**”. Representatives of the participant(s), may at their convenience, witness the bid opening process.

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8. Evaluation approach

Participants will be evaluated exclusively for scope A and Scope B. Based on the proposals submitted and initial evaluation of the technical proposals, participant(s) will be required to present to SBI Life officials, the proposed solution, discuss related implementation approach & methodologies, and introduce the project team and governance structure in the form of a presentation. These presentations should cover details of the proposal described in this RFP document and its annexure as well as enclosures. The presentations will also give SBI Life an opportunity to clarify issues arising out of the participant(s) response to this RFP. SBI Life shall not be under any obligation to bear any part of the expenses incurred by the participant(s) for the presentations. This technical presentation schedule will be communicated separately.

SBI Life reserves the right to visit the operational facilities of all or some participant(s) during the course of technical and commercial evaluation. The schedule for site visit, if required, will be intimated separately. Participant(s) might be requested by SBI Life to arrange a face to face meeting with referred customer(s) with whom similar projects have been undertaken as part of the evaluation process.

9. Opening of the Commercial Proposals

The commercial proposals of only those participants, who qualify and score the requisite rating as decided by SBI Life in the evaluation of technical proposals, shall be opened in the presence of their authorized signatories/representatives of the final shortlisted participant(s) who will be required to sign a register/document evidencing their presence. The schedule for opening of commercial proposals will be intimated separately to the shortlisted participant(s).

10. Evaluation criteria

The basis of evaluation will be on techno-commercial criteria for both the scopes separately. For each scope weightage of the technical-commercial evaluation will be on 60:40 ratios. Participants should satisfy the basic eligibility criteria as mentioned in Section 3. Based on the bid submitted, technical evaluation would be done first to short list eligible participant(s). Only those Participant(s) who qualify in the technical evaluation will be considered for techno-commercial evaluation. Final selection for activity under a scope will be made on the basis of techno-commercial score obtained in that scope. The decision of SBI Life in this regard shall be final and binding.

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11. Other Terms & Conditions

11.1. Modification and/or Withdrawal of Proposals

Proposals once submitted will be treated as final and no further correspondence for modification shall be entertained. No proposal shall be modified after the deadline for submission of proposals. No proposal shall be allowed to be withdrawn after the last date of submission of the bid. The participant(s) will not be allowed to withdraw the proposals.

11.2. Material Alterations & Ambiguous Information

The participant(s) should ensure that there are no cuttings, erasures or over-writing, illegible or undecipherable figures in the documents submitted. The proposals may be disqualified on this score alone. The decision of SBI Life is final and binding.

11.3. Confidentiality & Non-Disclosure

The participant(s) shall be under obligation and binding of the confidentiality-cum-non disclosure undertaking to be submitted along with response to this RFP. The draft of the same is attached as **Annexure – IV**. The participant(s) have to execute Non Disclosure Agreement on Rs.500/- Non judicial stamp paper. The undertaking should be notarized and stamped.

11.4. Empanelment of Service Provider(s) and Exit

SBI Life reserves its right to empanel one or more than one participant(s) for one or both scope (s) of activity/activities proposed. Deployment of services in terms of location and scope will be the sole prerogative of SBI Life.

Upon empanelment, selected participant(s) shall be required to enter into Service Level Agreement (SLA). Such Service Level Agreement shall be initially for a period of three years and may be extended thereafter at mutually agreed terms and conditions. Such decision shall be at the sole discretion of SBI Life. **The service level agreement shall be on Principal to Principal basis.** (Refer clause 11.7 for details)

Empanelled participant(s) shall be required to put in place necessary security and all possible safeguards to maintain necessary confidentiality of data and/or information received in any form from SBI Life. The empanelled participant(s) shall be required to submit the details of all safeguards in place at its facility before commencement of the proposed activity.

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The empanelled participant shall have to abide by SBI Life Information Security Policy for the activities that shall be carried out for SBI Life. This policy & procedures is almost aligned to requirements of ISO 27001 standards (ISMS). (Refer clause 10.8 for details)

The SLA between SBI Life & empanelled participant(s) will have these security controls & liabilities of the empanelled participant(s) for violation of SBI Life IT & IS policy, standards & procedures.

The detailed terms and conditions governing the contract shall be included in the service level agreement and shall undergo changes as per the Outsourcing Guidelines issued by IRDAI and as per the outsourcing policy of SBI Life from time to time.

There shall be penalty on non-adherence to service deliverables such as manpower less than the required number, turnaround time, non availability of services in absence of manpower or breakdown/ non availability of systems etc.

The performance of empanelled participant(s) shall be reviewed periodically, at least once in a year for continuation of contract. Any decision in this regard by SBI Life shall be final and binding on the empanelled participant(s).

11.5. Award of Contract

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to technical methodologies, quality of resources employed participant(s) deliverables, and factsheet of past projects of similar nature with similar clients, cost proposed and SBI Life's requirements.

The acceptance of a Bid for scopes A and/ or B will be communicated in writing at the address supplied by the participant(s) in the RFP response. Any change of address of the participant(s), should therefore be promptly notified in writing to SBI Life.

11.6. Signing of Contract

The selected participant(s) shall be required to enter into a contract with SBI Life, within thirty (30) days of the award of the tender (i.e. issuance of a Letter of Intent by SBI Life) or within such extended period, as may be specified by SBI Life. At the time of execution of the contract a Memorandum of Understanding (MoU) containing the terms and conditions necessary for the due performance of the work in accordance with the bids and acceptance thereof will be signed. The contract will be based on this RFP, modification arising out of negotiation/clarification etc., the participant(s) offer document with all its enclosures and will include the following documents:

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The participant(s) proposal in response – technical and commercial proposals separately
Modification to the proposal, if any, after negotiation/clarification.

Related Technical Specifications

Copies of the licenses, certifications etc.

SBI Life reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract.

11.7. Service Level Agreement (SLA)

The services to be provided by the selected participant(s) shall be governed by a detailed SLA, which will be finalized at the time of execution of the contract. The selected participant(s) shall be required to enter into a contract with SBI Life, within thirty (30) days of the award of the tender (i.e. issuance of the LOI) or within such extended period, as may be specified by SBI Life. The SLA will include the following:

Change Request: SBI Life may, request for changes in the application software or any associated software used on behalf of SBI Life. Such changes must be carried out within a reasonable time. SBI Life solicits the SLA terms generally agreed by the participant(s) regarding Change Requests. Detailed metrics of commercial, measurement, definition of terms and goal should be provided as and when major change request is communicated by SBI Life.

Reporting and Exceptions: Participant(s) will perform a “root cause analysis” for any incident having a priority of “production stop” or “severe with no work around” which does not meet the goal established for any specified metric. The purpose of this analysis is to determine what corrective actions are to be taken to prevent reoccurrence of the failure and/or if the incident is removed from the metric.

Performance Parameters & Evaluation: Turn-around-time and quality parameters for processing the service request will be mutually agreed upon at the time of execution of the contract between SBI Life and the selected participant.

Penalties for SLA Violation: Penalties will be imposed for violation of SLA terms and for failure on the part of the participant to adhere to the time lines agreed upon. Rate, quantum and measurement metrics will be decided at the time of execution of the contract between SBI Life and the selected participant.

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11.8. IT & IS Guidelines

Participant(s) should adhere to Information Technology & Information Security guidelines as described in **Annexure V**.

11.9. Right of Verification

SBI Life reserves the right to verify any or all statements made by the participant(s) in the proposal documents and to inspect its facility or any other client site, if necessary, to establish about the participant(s) capabilities to undertake the required tasks. SBI Life reserves the right to inspect/audit any of the participant(s) offices, locations, software, hardware etc. through its employees or nominated agencies. The participant(s) would have to co-operate and provide access to these units, systems, software, etc. The participant(s) will need to furnish the contact details of their existing clients.

11.10. Indemnity

The participant(s) shall indemnify SBI Life and keep indemnified against any loss or damage that SBI Life may sustain on account of any violation(s)/breach/infringement of intellectual property, confidentiality, privacy, patents, trademarks, statutory/regulatory guidelines/instructions etc., by the participant(s).

The participant(s) shall, at its own cost and expenses, defend and indemnify SBI Life against all third-party claims including, but not limited to, those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

The participant(s) shall expeditiously meet any such claims and shall have full rights to defend itself there from. If SBI Life is required to pay compensation to a third party resulting from such infringement, the participant(s) shall be fully responsible therefore, including all expenses and court and legal fees.

The participant(s) shall also be liable to indemnify SBI Life, at its own cost and expenses, against all losses/damages, which SBI Life may suffer on account of violation by the participant(s) of any or all national/international trade laws, norms, standards, procedures, etc.

Further, the participant(s) shall indemnify SBI Life and keep indemnified against any loss or damage that SBI Life may sustain on account of any violation of patents, trademark etc., by the participant(s) in respect of hardware, hardware components, system software, etc. supplied.

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11.11. Disputes Resolution

Any dispute or differences whatsoever arising between the parties out of or in relation to the construction, meaning, interpretation and operation or effect of these Proposal Documents or breach thereof shall be decided by SBI Life. Such decision by SBI Life shall be final and binding on the participant(s).

11.12. Amendments to this RFP

Amendments to the RFP may be issued by SBI Life during the RFP process as required. Amendments to RFP so made shall be deemed to form an integral part of the RFP.

11.13. Format and Signing the Proposals Submitted

The original and all copies of bid proposal submitted by the participant(s) shall be typed or printed in a clear typeface. An accompanying letter is required **Annexure - V**, signed by an authorized signatory of the participant(s), committing the participant(s) to the contents of the original response. All pages in the bid should be authenticated by a duly authorized signatory of the participant(s) under seal.

11.14. Participant(s) indication of Authorisation to Bid

Responses submitted by participant(s) to this RFP represent a firm offer to contract on the terms and conditions described in the participant(s) response. The proposal must be signed by an official authorized to commit the participant(s) to the terms and conditions of the proposal. The signatory should have the authority to sign the documents.

11.15. Language of the Proposals

All bids and supporting documentation shall be submitted in English.

11.16. Completeness of the Proposals

The participant's proposal is subject to an evaluation process. Therefore, it is important that the participant(s) carefully prepares the proposal and answers questionnaire completely. The quality of the participant(s) proposal will be viewed as an indicator of the participant(s) capability to provide the solution and participant(s) interest in the project. The participant(s) is required to respond to the RFP only in the prescribed format. Under no circumstances, should the format be changed, altered and modified. All pages including all supporting documents in the bid should be authenticated by a duly authorized signatory of the Participant(s) under seal.

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11.17. Acceptance or Rejection of the Proposals

SBI Life reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of SBI Life will be treated as final. The RFP responses/bids/proposals not submitted in the prescribed format or incomplete in any sense are likely to be rejected.

11.18. RFP Ownership

The RFP and all supporting documentation/templates/annexure are the sole property of SBI Life and violation of this will be a breach of trust and SBI Life would be free to initiate any action deemed appropriate.

11.19. Participant(s) Status

Each Participant must indicate whether or not they have any actual or potential conflict of interest related to contracting services with SBI Life.

11.20. Cost of the Proposal

All costs relating to preparation, submission of its proposal, attending the clarification sessions and bid opening as well as arranging for the Technical Presentation to SBI Life will be borne by the participant and SBI Life will not be responsible or liable, in any way, for any such costs, regardless of the conduct or outcome of the process.

11.21. Confidentiality

This document contains information confidential and proprietary to SBI Life. Additionally, the participant(s) will be exposed by virtue of the contracted activities to internal business information of SBI Life, the Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and SBI Life would be free to initiate any action deemed appropriate. No news release, public announcement, or any other reference to this RFP shall be made without written consent from SBI Life. Reproduction of this RFP, without prior written consent of SBI Life, by photographic, electronic, or other means is strictly prohibited.

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11.22. Intellectual Property Rights

SBI Life will own all intellectual property rights to all design, software and/or systems created specifically for implementation at SBI Life under this contract. The participant(s) shall fully protect and indemnify SBI Life from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes supplied by the participant(s).

11.23. Solicitation of Employees

Participant(s) will not hire employees of SBI Life or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of SBI Life directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis.

11.24. Jurisdiction

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Proposal Documents or breach thereof shall be settled amicably. If, however, the parties are not able to resolve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai, India.

11.25. Arbitration

All disputes and differences of any kind, whatsoever shall be referred by either party (SBI Life or the participant(s), after issuance of 30 days notice in writing to the other, clearly mentioning the nature of the dispute/ differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute(s) and difference/ strictly under the terms and conditions of this contract, executed between SBI Life and the participant(s). The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Mumbai, India.

11.26. Force Majeure

The participant(s) shall not be responsible for delay in delivery resulting from acts/events beyond his control provided notice for happening of such act/event is given by the participant(s) to SBI Life within 15 days from the date of occurrence. Such act/event shall include acts of God, war, floods, earthquakes, epidemics, riots, fire or governmental regulations superimposed after the date of order/contract.

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11.27. Condition of Acceptance

The selected participant(s) and SBI Life will specify during contracting, the criterion for acceptance and milestones (both technical and functional). Failure, to meet the acceptance criterion may result in termination of the arrangement and/or contract. No payments will be made and SBI Life may claim damages from the participant(s). In such an eventuality, SBI Life will be free to engage any other participant(s).

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12. Annexure – I - Technical Proposal Format

Cover Page

Information required on cover page:

RFP reference number: RFP – SBILIFE/OPS/RV/2017-18/01

Name of Participants(s) : <Name>

Type of document: Technical Proposal

Scope applied for (Please tick)

Scope A

Scope B

Note - The participant(s) may either apply for any one of the scope i.e. Scope A or B, combinations of scopes.

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TECHNICAL PROPOSAL

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Enclosures

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Chapter 1 | Executive Summary

The executive summary should be a **one (1) page summary** of the RFP response highlighting the fitment of proposed solution to SBI Life. Please note that commercial terms **must not** be included here.

Chapter 2 | Brief Company Overview

Provide brief company overview with name & address and year of establishment.

Management details including ownership pattern, share holding pattern, whether a listed company, etc. (For 1 & 2 above: MOA/AOA, latest share holding pattern, certificate of incorporation, partnership deed etc to be submitted.)

Business performance during last three completed financial years (FY 2014-15, 2015-16 and 2016-17) along with brief summary of audited financial results. (Audited business financials for above three years to be submitted)

Has company been blacklisted by any organization(s)? If Yes, Details to be submitted.

Chapter 3 | Process Experience, Relevant experience and client testimonials

This chapter should describe the overall solution in the context of SBI Life and describe how it would address the key requirements.

Please include list of existing clientele with information with overview of support provided on projects undertaken for them of similar nature.

Provide details for period of experience in similar activities with scaling capacity, core competency with other Life Insurance Companies, Geographical Locations of Operations.

Information on the industry exposure, projects executed. (This should include experience of working with Life Insurance Companies including SBI Life or experience in similar works with SBI Group to be provided.)

Chapter 4 | Technical Feasibility

Provide details of Network and System Capabilities installed at operative locations (along with address), Details internal work flow for Distribution of work, Real-time MIS & Reporting Capability..

Details explaining lead time required to set up activities.

Chapter 5 | Data Security Measures and IT & IS Policy Framework

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Data security measures to protect interest of the SBI Life to be provided. Information with respect to External devices being used, over all IT infrastructures to protect misuse of data to be provided. Details for Purging Policy Mechanism.

Complete IT&IS Policy Framework of the Participants including Information Security measures, Network Security systems and controls, Physical security systems and controls etc. to be provided.

Due Diligence Checklist attached with this RFP to be answered & submitted.

Chapter 6 | BCP and DR

Complete Business Continuity Planning and Disaster Recovery to be provided.

Chapter 7 | Other relevant information and supporting documents

In this chapter the Participants(s) may include any other information deemed necessary to SBI Life regarding any other aspect of the proposed solution(s) and/or the project

Details of industry awards, recognitions, affiliations and Details on ISO 9001, ISO 27001 & any other certifications, if any

Should the Participants(s) deem it fit to provide any supporting documents other than the ones specifically asked for in this RFP, it should be included here.

Chapter 8 | Letter from Competent Authority

This should include letter from competent authority of the Participants providing name, designation, address and contact details of the authorized person for communication.

Chapter 9 | Technical Overview Document

Details to be filled in format & submitted.

Chapter 10 | Non-Disclosure Agreement

This should be under obligation and binding of the confidentiality-cum-non disclosure undertaking to be submitted.

Chapter 11 | Offer Letter and Compliance Certificate

The duly signed letter should be submitted.

Chapter 12 | Mandatory 'Information Security Requirements' Criteria

The duly signed letter should be submitted.

Enclosures to be attached wherever required.

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Sr No	Activity	Unit	Price
1	Quality check		
1.1	Pre-Printing Quality check (around 100 fields)	Per Policy	
1.2	Pre-Printing Quality check (around 200 fields)	Per Policy	
2	Printing		
2.1	Printing on A3 Sheets	Per A3 Sheet with 2 images per sheet	
2.2	Printing on A4 Sheets	Per Image	
2.3	Booklet Preparation Stuffing, insertions and despatch processing, including franking charges, if any	Per Policy	
2.4	Stuffing, insertions and despatch processing, including franking charges, if any for non policy correspondences	Per Communication	
2.5	Printing of sticker Label with address (with label cost)	Per Label	
2.6	Printing of Celebrate Life leaflets back to back (4+4 color on 100gsm art paper, 8.50" * 12.00")	Per Leaflet	
2.7	A4 Stationary with 4 Colour pre printing front/back +Duplex variable data printing +Inland making charges, 80 gsm	Per Inland Letter	
3	Stationary		
3.1	A4 Policy sheet with SBI Life logo -90 gsm	Per Sheet	
3.2	A3 Policy sheet with SBI Life logo and watermark-90 gsm	Per Sheet	
3.3	A4 Plain Paper 80 gsm	Per Sheet	
3.4	Window envelope (242mm * 113 mm) with SBI Life logo and address-80 gsm	Per Envelope	
3.5	Four Colour Policy Cover/Jacket/Folder-170 gsm	Per Cover	
3.6	Four Colour Policy envelope with Window(laminated) -130 gsm for COI	Per COI Envelope	
3.7	Four Colour Policy envelope with Window(laminated) -170 gsm for Policy document	Per Envelope	
3.8	Service Booklet (Customer Awareness & Service Essentials Booklet) - Size : 5.7" (w) 8.25" (h), close size -Paper : cover 270 gsm Tango Smooth or Iris SG	Per Booklet	

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	White, inside 170 gsm art paper -Process : four color offset printing , cover one side vanish, binding		
3.9	HNI Policy document cover - Size : 8.75" (w) 12.25" (h) close size - Paper : 270 gsm Tango Smooth or Iris SC White - Process : Four color offset printing, Varnish, folding	Per Cover	
3.10	Box for Rexine Jacket -Size : 25.75" (w) x 18.75" (h), open size -Paper : 300 gsm ITC SBS Board -Process : Four color offset printing, Matt Lamination, Spot UV, Folding	Per Box	
3.11	Letter Heads - Size : A4 -Paper : 100gsm, Alabaster -Process : Four color offset printing	Per Letter Head	
4	Handling of Email Communication		
4.1	Email cost (per email)	Per Email	
5	Handling of Undelivered Policy document		
5.1	Tele Calling for Undelivered policy document.	Per Policy	
6	Recording delivery details of policy/ COI		
6.1	Providing PDF of proof of delivery	Per Policy/ COI	

Commercial quote for outsourcing quality check of images

Sr.No.	Activity	Unit	Amount (in Rs.) for Normal Value
1	Image Quality and Indexing checking	Per image	
2	Conversion to Searchable PDF	Per pdf	

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Note to Annexure II-A

Charges should be quoted in Indian Rupees only and should be exclusive of applicable taxes.

SBI Life shall deduct the TDS as applicable.

There shall be no minimum volume guarantee for any activity.

No separate quote is to be given for template creation/ modifications etc

Time to time number of fields/pages may increase/decrease.

The responsibility and cost of logistics for completing the above activities will be borne by the printer(s).

There should not be any overwriting or erasures or cuttings or corrections etc. whatsoever in the prices quoted. The Prices should be legible without any ambiguity.

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14. Annexure – III - CONFIDENTIALITY CUM NON DISCLOSURE UNDERTAKING

This Non disclosure Undertaking is made and entered into on this ____ day of _____ in the year Two Thousand Eighteen, by (*Name of interested commercial entity*) a company incorporated under Indian Companies Act, 1956 and having its registered office at (*Place*) , hereinafter called as the First party, has been issued a request for proposal, hereinafter referred to as RFP, by **SBI Life Insurance Co. Ltd.**, a company incorporated under the laws of Indian Companies Act, 1956 and having its registered office at Mumbai, hereinafter referred to as the Second Party

Whereas the second party has provided certain proprietary information, concerning its products, service, organization, decision processes, strategic business initiatives, technical infrastructure, working processes, delegation of responsibilities, project management, planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc. to the first party to facilitate response to the RFP.

Whereas the first party agreed to keep such information confidential

NOW, THEREFORE, in consideration thereof, the First party agrees

to hold all Confidential Information received from the Second party in confidence for a period of three (3) years from the receipt of the Information. The First party will use such Information only for the purpose of responding to the RFP.

to restrict disclosure of such Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Recipient will not disclose such Information to any third party without the prior written approval of the Second Party.

to protect Information received from the second Party with at least the same degree of care as it normally exercised to protect its own proprietary information of similar nature.

to ensure that their employees will not disclose any information so received even after they cease to be employees of the recipient. The recipient party shall ensure this by own internal agreements.

Further, the First Party shall indemnify Second Party and keep indemnified against any loss or damage that Second party may sustain on account of any leakage of confidential information pertaining to and supplied by the Second Party or on account of any violation of intellectual property, confidentiality, privacy, patents, trademark etc., by the First Party in respect of any Intellectual Property, practices, hardware, software, systems, process, technologies, etc in whatever manner described.

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IN WITNESS WHEREOF, the Second party has caused this undertaking to be executed as of the date set forth above.

<Interested Participant >

Company Seal :
Authorised Signatory : _____
Name of Auth Signatory : _____
Designation : _____
Date : _____

Witness

Name : _____
Designation : _____
Date : _____

Summary:-

The summary should be a **one (1)** page summary of the RFP response highlighting the fitment of proposed solution to SBI Life

Please note that commercial terms **must not** be included here

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15. Annexure – IV - Offer Letter and Compliance Certificate

Date:

To,
SVP & Head – New Business and Underwriting
SBI Life Insurance Co. Ltd.
8th level, Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40, Seawoods,
Nerul Node, Navi Mumbai - 400706

Dear Sir,

Re: RFP for Outsourcing of Printing of policy and non policy documents

1. Having examined the RFP documents including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the services in conformity with the said RFP documents in accordance with the Prices indicated in the Commercial Proposal and made part of this RFP Response.

If our offer is accepted, we, the undersigned offer to carry out the said activities mentioned above in conformity with the terms and conditions of the said RFP Documents.

2. We confirm that this offer is valid for 180 days from the last date for submission of this RFP response to SBI Life.

3. Until a formal contract is prepared and executed, this offer, together with SBI Life's written acceptance thereof through LOI, shall constitute a binding contract between us.

4. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

5. We understand and agree that SBI Life has right to reject the offer in full or part without assigning any reasons, whatsoever.

6. We have never been barred / black-listed by any regulatory/statutory authority in India.

Yours faithfully,
Authorised Signatory
Company Stamp

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Date:
Place:

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16. Annexure - V – Mandatory ‘Information Security Requirements’ Criteria

Overview:

The services, processes and solutions deployed for SBI Life shall follow a standard configuration/customization process and shall meet the functional, security, performance, legal, regulatory and statutory requirements of SBI Life. The participant(s) shall comply to “Guidelines on Information and Cyber Security for insurers”, published by IRDAI on 7th April, 2017 and any subsequent changes in this document. The participant(s) shall also comply with SBI Life IT Policy, Information Security Policy and Procedures, SBI LIFE Policy on Information Security Requirements for Third Party in key concern areas as under:

- Responsibilities for data and application privacy and confidentiality
- Responsibilities on system and software access control and administration
- Custodial responsibilities for data, software, hardware and other assets of SBI Life being managed by or assigned to the Vendor
- Physical Security of the facilities
- Incident response and reporting procedures
- Password Policy of SBI Life
- Data Encryption/Protection requirement of SBI Life
- Server hardening, security policies and Secure Configuration Documents
- Sharing of Background Verification of its personnel, working on SBI Life project
- Business Continuity Management and Disaster Recovery

The Participant having access to IT infrastructure of SBI Life shall be managed as per Third Party Access Standard & Procedure of SBI Life. If required, SBI Life Policy on Information security requirement for third-party document will be shared with the successful Participant. SBI Life shall reserve the right to carry out Security Assessment of the services, processes, applications and solutions and underlying infrastructure components of the selected participant(s) through their empanelled information security service provider.. In case of any observations or vulnerabilities reported during these testing, the successful participant shall close the observation and mitigate the risk within one month without any additional commercial levied to SBI Life. Failure to close the vulnerabilities within one month will attract penalty. The contracts relating to outsourced services with the selected participant(s) shall detail security requirements in compliance with SBI Life Security Policies and supporting Standards & Procedures and the selected participant(s) shall demonstrate compliance with such requirements.

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Detailed:

1. The Participant shall adhere to IRDAI Information & Cyber Security Guidelines, Information Technology Act 2000, its amendments and rules published by Government of India as well as SBI Life Information Security Policy, Procedures, Guidelines. The Participant 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.
2. Information security requirements such as controls for maintaining confidentiality, integrity and availability of the SBI Life's data shall be considered at all stages throughout third party/vendors having access/handling the organizational system/data.
3. All arrangements with external party/vendors shall have a well-defined service level agreement (SLA) that shall specify information security requirements and controls, service levels and liability of suppliers in case of SLA violations, non-mitigation of IS vulnerabilities, IS incidents etc.
4. The Participant shall ensure that methods of collecting PII/ SPDI are reviewed by its management before they are implemented to confirm that PII/SPDI is obtained
 - a. Fairly, without intimidation or deception and,
 - b. Lawfully, adhering to all relevant rules of law, whether derived from statute or common law, relating to the collection of PII/SPDI.
5. External party shall demonstrate compliance with all SLA requirements such as validating security arrangements for each vendor, handling termination of a relationship with a vendor etc.
6. The Participant shall provide right to SBI Life or its empanelled vendors to audit / conduct security review of the application(s), its interfaces with other systems, hosting data centre facility & its IT infrastructure, security in business processes & operations etc. as well as locations from where the SBI Life information will be accessed and processed.
7. The Participant shall be subject to a relationship assessment (sometimes referred to as due diligence review) which shall cover:
8. Dealing with the said party (e.g. details of provider history, previous and current business arrangement and dispute information)The contract requirements shall include non-disclosure agreements, roles and responsibilities, and termination clauses and right to inspect/audit by Organization, Law enforcement agencies and regulating agencies including IRDAI.
9. The Participant shall have a demonstrable level of maturity in relation to information security and their degree of commitment to information security.
10. The Participant shall record and maintain detailed information of all Personnel who are authorized to access SBI Life Systems or SBI Life Information. All access requirements shall follow Access Control procedure of SBI Life.

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11. The list of security controls shall be determined to be implemented based on the type of engagement and nature of information sharing requirement.
12. The data shall be shared with the third party ONLY on “Need to know” basis.
13. The Participant shall comply with data retention and purging requirements of SBI Life. Compliance certificate for data retention and purging shall be sent to SBI Life as per stipulated time agreed with SBI Life.
14. Confidentiality and non-disclosure agreements with third parties shall be reviewed periodically and whenever the service terms and conditions are changed.
15. Access management for third parties including granting access, review of user access rights shall be periodically assessed and changed as applicable.
16. A consistent method for securely handling the termination of relationships with Parties shall be established which shall include:
 - a. Designating individuals responsible for managing the termination
 - b. Revocation of physical and logical access rights to the organization’s information
 - c. Return, transfer or secure destruction of assets (e.g. 'back-up media storage' documentation, hardware and data.)
17. The Participant shall adhere to SBI Life's license agreements and intellectual property rights
18. The Participant should take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.eg.
 - a. The Participant should follow Maker-Checker process for all changes made in SBIL’s information.
 - b. The Participant should have controls implemented to ensure data accuracy while processing and to avoid wrong data entry.
 - c. The Participant should ensure that customer’s information, entered into system/application, is exactly same as it was received from SBIL
19. Participant shall ensure adequate measures for protection of data while it is required to be transferred electronically or manually within or outside the organization, as per service requirements.
 - a. Any data transfer over communication links e.g. Lease Lines, ISDN, Internet should be protected with protocols supporting appropriate encryption.
 - b. Participant should ensure any connection with SBIL setup be made as per the SBIL Connectivity Guidelines for Third-party including Partners and Outsourcing Service Providers.
20. The Participant shall have security mechanisms implemented to prevent data leakage. Data retention controls shall also ensure that the multiple copies of the data stored in different locations are also destroyed post the retention time frame.

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21. SBI Life may implement Data/Information Rights Management solution for protection of its data shared with the Participant. Participant shall provide all required assistance for implementation and maintenance of such solution.
22. The Participant shall implement Security Incident Event Management (SIEM) software/alternate logging & monitoring tool for SBI Life systems/applications/databases/Information and the logs & alerts shall be sent to SBI Life, as per our requirement and use cases
23. Privilege Identity Management (PIM) software shall be used to log, monitor and manage all the activities of system administrators e.g. Operating System, Web server, Application server, Database, Network device, Network security device etc. and shall be integrated with SIEM.
24. In case SBI Life decides to monitor the systems/applications/database/Information through its own SIEM or PIM or any other methodology then the Participant needs to provide required access and support for integration.
25. In case of renewal, the security considerations in line with the Prior to engagement scenario shall be considered.
26. There shall be formal, documented standard/procedures for performing information risk assessments, which apply across the organization. Standards procedures to cover types of target environment that would be assessed for information risks, e.g. IT Applications, hardware and software, vendors, etc.
27. SBI Life may obtain periodic integrity & compliance statements, for application and related infrastructure components used for SBI Life project, in writing from the selected Participant providing for reasonable level of assurance about the setup being free of malware & viruses, free of any obvious bugs, free of any covert channels in the code, and free of any known vulnerabilities.
28. SBI Life's Internal Audit shall conduct audit for third party /vendors handling critical data on planned and ad hoc basis to measure the effectiveness of the third party security controls implemented.
29. The Participant shall be ISO Certified for the designated line of business e.g. ISO 27001, ISO 22301 preferably etc. If the Participant is not certified then they should adhere to the requirement of these aforesaid standards.
30. The Participant shall implement and enforce data privacy through appropriate policies and procedures. The policy and procedure should cover appropriate training to personnel, controls to be in place to ensure privacy of data, define roles and responsibilities with respect to data privacy, and disciplinary action for contravention.
31. The Participant shall conduct security assessment for application and related infrastructure components before production roll out and security assessment of existing application along with related infrastructure components through an independent third party, recommended/mutually agreed by SBIL. The independent third party review report shall be submitted to SBIL.

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32. The Participant should ensure that appropriate technology measures are in place to protect the storage and exchange of information. These measures may include the following, but not limited to:
 - i. The Participant shall maintain integrity of the software in use, including patch upgrades, operating systems and applications.
 - ii. Mail attachments should be encrypted before sending as the traffic could be sniffed in transit, leading to unauthorized disclosure and modification of information.
 - iii. The connectivity between the Participant and SBI Life shall be encrypted and data transfer shall be via Secure FTP
 - iv. The Participant shall have secure connectivity to the SBI Life's central data centre in active fail-over mode and to disaster recovery centre.
33. Prior to finalization of order, the Participant shall allow SBI Life Security Team or their representative to inspect and check the designated setup proposed for SBI Life and undertakes necessary corrective actions as may be suggested by SBI Life prior to or during the implementation.
34. The Participant is required to disclose the method of data storage in their proposed solution. If the participant chooses to store the SBI Life data on cloud, the participant shall be subject additional security assessment in alignment with SBI Life Cloud Security Requirements
35. Third-party should have defined Business Continuity Management and Disaster Recovery (BCM-DR) procedures in place for effective handling of critical business processes in situations of any incident disrupting the business including
 - a. Backup and record protection, including equipment, program and datafiles, and maintenance of disaster recovery and contingency plans.
 - b. Third-party should have proper updating of the procedures in regular intervals to ensure effective and smooth functioning of such procedures.
 - c. Business recovery time frames supported by third-party setup should meet SBIL's business requirements.
36. Controls to ensure protection of secret or confidential information stored in cloud shall be established as per applicable regulatory requirements. Also the cloud servers where the SBI Life information is hosted and the related database should be available only in India.
37. The hosting of all SBI Life data would be in a separate and dedicated database which would be accessible only to SBI Life and the vendor. Logical segregation of database, if implemented, shall be at the schema level. Under no circumstance will the data be hosted on a shared database, not using a separate schema or any such logical partitioning.
38. The Participant shall comply with all legal, regulatory and statutory requirements.

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Sample Policy template:



1B_Smart Income
Protect_Policy Bookle

Sample COI



COI Sample (2).zip

Compliance Statement:

DECLARATION BY THE PARTICIPANT

Terms & Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by SBI Life in the RFP document under Mandatory Information Security Criteria. We hereby also agree to comply with all the requirements of SBI Life, Deliverables, related addendums, appendices and other documents including any changes, if any, made to original tender documents issued by SBI Life.

The cost of service, process, resources, training, documents, rate contract, tools etc finally arrived and accepted by SBI Life will be binding on us for period of the contract.

We accept that, we will not levy any other charges on SBI Life, in any form to meet the obligations as per scope of this RFP including all deliverable, requirements, terms & conditions etc.

We certify that the services offered by us in response to the bid conform to the security, technical and functional specifications stipulated in the RFP.

Signature & Designation

Seal of Company

****End of RFP Document****