

This Request for Information (RFI) is being issued by SBIL Life Insurance Co Ltd (hereinafter referred to as SBILL) inviting software service providers for technical resource empanelment. The empanelled software service vendors would be called upon to provide technical resources at approved rate.

Those who are interested to get themselves empanelled please send in your responses to below mentioned information

General Information

1. Name of the Company – []
2. Registered office address – []
3. Name of the person responding to the RFI – []
4. Designation of the responder – []
5. 2009-10 Annual sales turnover of Indian business in Rs. Crores - []
6. How long have you been in the tech resourcing business– []
7. How many companies have you been providing tech resources– []
8. How many of these companies are from Life Insurance sector – []
9. Please list the major companies in India for whom you are providing tech resources- **Enclose the List**
10. Provide references from any three of these above listed companies (preferably from Life Insurance companies) - **Enclose the List**

Information on any existing relationship with SBI Life

1. Have you deployed technical resources to SBI Life - **[Yes / No]**
2. When did start deploying resources to SBI Life – []
3. How many resources have you deployed till date – []
4. List the type of resources deployed in SBI Life - **Enclose the List**
5. Have you signed any NDA with SBI Life - **[Yes / No]**
6. Have you signed any rate contract with SBI Life - **[Yes / No]**

Information on Resources

1. Total Headcount as on 30th June 2010 – []
2. Total technical resources as on 30th June 2010 – []
3. List the type of resources on roll - **Enclose the List**
4. What is the average minimum resource buffer maintained for each of the resource type – []
5. Are any of these resources stationed in Mumbai / Navi Mumbai - **[Yes / No]**
6. If “Yes”, Please state the lead time to deploy these resources at SBI Life - []
7. Please state the lead time in days to replace existing resources- []
8. State the percentage of each type of resources stationed in Mumbai / Navi Mumbai - **Enclose the List**
9. Are these resources interviewed and selected by the company - **[Yes / No]**
10. If “No”. List the process of identification and selection of these resources - **Enclose the document**
11. Are background check conducted of these resources - **[Yes / No]**
12. SBI Life reserves the right to interview, grade and select these resources. Is it Acceptable- **[Yes / No]**
13. A resource augmentation model that you are prepared to implement in SBI Life - **Enclose the document**

Information related to resource deployment process

1. You are prepared to keep the resources for a maximum duration of 30 days as non-billable for any assignment as knowledge transfer period- **[Yes / No]**
2. Are you willing to take back the resources, if found unsatisfactory, within a month of deployment- **[Yes / No]**
3. In the case of call back of resources for unsatisfactory work during the first month of deployment, are you prepared to forgo the billing during that duration - **[Yes / No]**
4. In the case of resignation / replacement of existing resources you would bear the knowledge transfer cost in terms of non-billable hours- **[Yes / No]**
5. Company agree to use SBI Life resume template- **[Yes / No]**
6. Accept monthly billing- **[Yes / No]**
7. Accept 25 days working as per SBI Life regulation- **[Yes / No]**

RFI for Empanelment of software service vendors for technical resource augmentation

- 8 SBI Life reserves the right to relocate resources as per business requirement anywhere in the metro- **[Yes / No]**
- 9 SBI Life reserves the right to recruit resources once these resources have completed more than a year with SBI Life- **[Yes / No]**
- 10 The company would sign on SBI Life NDA- **[Yes / No]**
- 11 Are you willing to enter into SLA on resources- reliability, stability, technical skill, turnover etc. - **[Yes / No]**

Information related to Resource Rate*

1. Company accept that rates listed would be valid for the next Two financial year- **[Yes / No]**
2. Are these rates uniform for both offshore and onsite - **[Yes / No]**
3. SBI Life has the right to evaluate the skill level of the resources and decide rate accordingly- **[Yes / No]**
4. Are you willing to provide backup resources for key technology? - **[Yes / No]**
5. Suggest a backup model- **Enclose the document**
6. What is the resource release and retention policy – **Briefly describe the policy**

***No rates are to be mentioned in this response which is a technical bid**

The above information should be in an official stationary or presentation and should be signed by authorized official. It should be delivered in sealed envelope to the following address

To,
PMO Office
3rd Floor, Kapas Bhavan, Plot No. 3, Sector No 10
CBD Belapur, Navi Mumbai
400,614

Please fill your response in the excel worksheet enclosed below.

The sealed letter should reach us on or before 20th August 2010. The softcopy of the response should be mailed to the following email id: empanelment.committee@sbilife.co.in

This RFI is not an offer by SBILL, but an invitation for empanelment of eligible vendors. No contractual obligation whatsoever shall arise from this RFI process unless and until a formal contract is signed and executed by the duly authorized signatory of SBILL for the empanelment of eligible vendor. Empanelment doesn't guarantee regular flow of work for a stipulated time period.

