



SBI LIFE INSURANCE COMPANY LIMITED

Central Processing Centre: Seawoods Grand Central, 8th Level, Tower 2,
Plot No R-1, Sector – 40, Seawoods, Navi Mumbai - 400706

Website: www.sbilife.co.in Email : cpcms@sbilife.co.in

E-tendering Portal: <https://etender.SBI/SBI/>

Notice Inviting E-Tender Two-Stage QCBS

E-Tender Id- SBILIFE/MS/2023-24/CMS

DATED: 09/08/2023

(E -TENDER FOR CENTRALIZED MAILROOM SERVICES FOR SBI LIFE INSURANCE COMPANY LIMITED
CENTRAL PROCESSING CENTRE (CPC) SEAWOODS, NAVI MUMBAI AND HO ANDHERI, MUMBAI).

(Publication: E-Publish on CPP/E-Publish portal, SBI Life website)

Proposal for Centralized Mailroom Services for SBI Life Insurance Company Limited Central Processing Centre (CPC) Seawoods, Navi Mumbai And HO Andheri, Mumbai.

SBI Life Insurance ('SBI Life' / 'The Company'), one of the most trusted life insurance companies in India, was incorporated in October 2000 and is registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001. SBI Life has a network of 992 offices and a work force of over 20,787 employees located across the country. SBI Life Insurance Co. Ltd. corporate office is at Mumbai.

SBI Life Insurance Co. Ltd. solicits proposals from reputed agencies for Centralized Mailroom Services (CMS) for SBI Life Insurance Company Limited, Central Processing Centre (CPC), Seawoods, Navi Mumbai and Head Office (HO) Andheri, Mumbai.

This Pre-Qualification profile attached is for short listing of service providers for providing Centralized Mailroom Services set up at our Seawoods and Andheri offices.

This RFP is not an offer by SBI Life Insurance Co. Ltd but an invitation for Bidder response. No contractual obligation of whatsoever nature shall ever arise from the RFP Process unless and until a formal contract is signed and executed by the duly authorized signatories of SBI Life Insurance Co. Ltd and the selected Bidder.

Responses submitted after the stipulated date and time will not be entertained.

SBI Life Insurance Co. Ltd reserves the rights to amend, modify, add, delete, in part or in full any conditions or specifications without assigning any reason during the entire process. The Bidders shall be entirely responsible for their own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation process.

Bids should be submitted by one single entity/organization. The Bidder will not be permitted to submit the bid in a consortium with any other service provider/bidder. Bids submitted by consortium will be summarily rejected.

All the Bids and supporting documentation should be submitted in English. On behalf of the SBI Life Insurance Company Limited, Mumbai, online bids are invited under Two Stage Bidding System from Established / Reputed Agencies based in India through E- tendering process for Selection of selected bidder for providing Centralized Mailroom Services set up at our Seawoods and Andheri offices.

TABLE I

NIT No			
NIT Date			
Description of RFP		e-Tendering for Centralized Mailroom Services (CMS)	
Number of Covers		Two Bids	
Covers information / Submission of Bids			
Covers No	Cover Type	Description	Document Type
1	Eligibility Criteria	RFP document, Eligibility Bid, Requirement and Compliance, Bidders information, etc.	To be filled online & scanned copies to be uploaded for verification
2	Financial	Financial Bid	To be filled online
<p>Two Bid System : Part 1 : Eligibility Bid, Part 2 : Financial Bid</p> <p>In case of any discrepancy in the rates indicated in the Financial bid either in figures or words, the rates in words will be considered for evaluation</p> <p>Note:</p> <p>Initially Eligibility Criteria Bids will be opened and evaluated by the SBIL (CPC) Committee. Commercial bids on only Eligibility qualified bidders will be opened later.</p>			

Bidders can download complete set of bidding document from e-procurement platform <https://etender.SBI/SBI/>

The e-tender notice and Tender documents is also available in our website: www.sbilife.co.in

Bidders have to submit the bids online by uploading all the required documents through <https://etender.SBI/SBI/>

Critical Dates

Sl. No.	Event	Date	Time
1	Tender Publication & documents download start date	09/08/2023	10:00 am
2	Seek clarification start date	09/08/2023	10:00 am
3	Seek clarification end date	14/08/2023	05:00 pm
4	Pre-bid meeting Date	16/08/2023	04:30 pm
5	Bid submission start date	16/08/2023	05:00 pm
6	Bid Submission end date	22/08/2023	05:00 pm
7	Technical Bid Opening date	23/08/2023	11:00 am
8	Financial bid opening dated	23/08/2023	04:00 pm

Bids for this tender will be accepted through online mode only. Manual bids will not be accepted under any circumstances.

SBI Life reserves the right to accept or reject any quotation in full or part thereof without assigning any reason.

Sd/-
Authorised Signatory on behalf of
SBI Life Insurance Co. Ltd.



SBI LIFE INSURANCE COMPANY LIMITED

Central Processing Centre: Seawoods Grand Central, 8th Level, Tower 2,
Plot No R-1, Sector – 40, Seawoods, Navi Mumbai – 400706

Manual bids will not be accepted under any circumstances.

Sl. No.	PARTICULARS	PAGE
1	Information about Company SBI Life Insurance Co. Ltd	2
2	E-Tender Notice detail and critical dates	3
3	Chapter I-E-Tendering Instructions to Bidders	6
4	Chapter II-Eligibility Criteria	9
5	Chapter III-Instructions to Service Provider	10
6	Chapter IV-General Terms And Conditions (GTC)	11
7	Chapter V-Scope of Work	17
8	Technical Bid – Documents To Be Uploaded – Annexure I	19
9	Financial Bid – Centralized Mailroom Services Cost – Annexure II	20
10	Guidelines on Information & Cyber Security for Insurer – Annexure III	21
11	Declaration – Annexure IV	23
12	Criminal Liability Undertaking – Annexure V	24

Note on Two-Stage Tender:

1. In the first Stage, the Bidder shall submit its Technical Bid followed by Presentation.
2. In the second stage, Financial Bid will be uploaded and only the Technically qualified bidders from the first stage will be eligible for bidding on the financial bid.
3. The Financial Bid of technically qualified bidders will only be considered.
4. The L1 shall be decided on the “Lowest Composite Cost” submitted under Annexure II, Annexure III and Annexure IV attached at the end of this document.
5. The bid will be awarded at the financial bid value quoted by the successful bidder.
6. The presence or absence of representative of the Bidders shall not render the procedure infirm, at any stage.

Disclaimer

This Tender is not an offer by the SBI Life Insurance Co. Ltd, but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the SBI Life Insurance Co. Ltd, Mumbai with the selected vendor/ bidder.

Clarification of bidding documents

A prospective bidder requiring any clarification of the bidding documents shall contact the service receiver in writing at the receiver e-mail address i.e. cpcms@sbilife.co.in receiver will respond in writing (e-mail/website/tender wizard) to any request for clarification, provided that such request is received not later than ten (10) days prior to the deadline for submission of bids.

SBI Life Insurance Co. Ltd. has right to disqualify any bidder summarily without forwarding any reason for the same

Amendments in Bidding Documents

At any time till two days before the deadline for submission of bids, the SBI Life Insurance Co. Ltd. may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. SBI Life Insurance Co. Ltd. shall not be responsible to notify the amendments to individual bidders. All amendments by the SBI Life Insurance Co. Ltd. Mumbai till two days before the deadline for submission of bids, shall be binding on the participatory bidders. For any query related with this E-tender vendor should contact Email: cpcms@sbilife.co.in, Mobile: 9167791631

PART I
E-TENDERING INSTRUCTIONS TO BIDDERS

The bidders are required to submit soft copies of their bids electronically on the E. Tendering Portal using valid Login credentials. The Instruction given below are meant to assist the bidders in registering on the E - Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the <https://etender.SBI/SBI/> Portal.

Instructions:

1. Tender Bidding Methodology: Two Stage Online Bidding.
2. Broad outline of activities from prospective Bidders:
 - a) Ensure having a valid registration with login credentials
 - b) Register on e-tendering portal
 - c) View Notice Inviting Tender (NIT) on the above portal
 - d) Download Official Copy of Tender Documents from the above portal
 - e) Seek Clarification (if required) to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by SBI LIFE
 - f) Bid-Submission on the above portal.

3. Registration:

To use the Electronic Tender portal of SBI vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorized Signatory who will be the main person coordinating for the e-tendering activities. For further details, please visit the website/portal, and follow further instructions as given on the site.

The details of tender notification can be downloaded from <https://etender.SBI/SBI/>. Vendors should obtain the USER ID and PASSWORD from <https://etender.SBI/SBI/>

For further details on E-Tender participation, please contact on

Name	E-mail ID	Contact No.
E-Tender Support Team	etender.support@sbi.co.in	022 - 22811110
Amol Jawake	cpcms@sbilife.co.in	9167791631

4. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
5. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
6. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.

7. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.
8. Bid submission
The bid shall be submitted online only at Tender wizard portal i.e. <https://etender.SBI/SBI/>

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
 - a) In first stage the TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure, Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, instructions to bidders documents required confirming compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded. The Presentation by the bidder shall be preferred on-site.
 - b) In second stage the FINANCIAL PART shall be asked only from technically qualified bidders, consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any.
 - c) Submission of signed copy of Tender Documents/Addendums.
9. Important Note: In case of internet related problem at bidder's end, especially during 'critical events such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. Hence, 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. To ensure the receipt of proposal in stipulated time and date by SBI Life is the sole responsibility of the Participants/bidders. Any kind of intimation in this regard will not be a confirmation of acceptance of proposal.
10. Other Instructions
For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.
11. Important Note: It is strongly recommended that all authorized organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.
12. The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:
 - a) Register your organization on the portal well in advance of your first tender submission deadline on the portal
 - b) Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
 - c) Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)

13. While three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above.
14. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
15. The SBI Life Insurance Co. Ltd will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
16. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
17. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

For any further assistance, please contact Representative of MS department at email: cpcms@sbilife.co.in, Mob.: 9167791631, SBI Life Insurance Co. Ltd.

PART-II

ELIGIBILITY CRITERIA

1. GENERAL: -
The present e-tender is being invited for availing Centralized Mailroom Services under which vendor shall look Setup mailroom at our Seawoods and Andheri offices.
2. ELIGIBLE SERVICE PROVIDERS: -
The bid can be submitted only by a company/entity who has an experience of Centralized Mailroom Services and should have been in the same business for more than **five** years.
 - 2.1 The average annual turnover of the bidder should not be less than Rs. 5 Crore in the previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23.
 - 2.2 Bidder should have minimum 2 profitable years out of previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23.
 - 2.3 Bidders Minimum volume handled per year should be at least 10 lakh documents in previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23.
 - 2.4 Power of Attorney / Authorization Letter is to be submitted in favor of the person, who is signing and submitting the RFP on behalf of the bidder.
 - 2.5 The bidder should have accreditation for Quality/Data Security Certifications like ISO 27001, ISO 9001 etc.
 - 2.6 Bidder should not have been blacklisted for corrupt or fraudulent practices by Govt. of India/ State Government/ Central PSU & any organization at the time of bid submission date.
 - 2.7 The bidder must have mailroom software used in active projects of similar nature.
 - 2.8 The bidder should have an office in Mumbai. However, if the local presence is not there in Mumbai, the bidder should give an undertaking for establishment of an office, within ONE month of award of the contract
3. The Branch Office in Mumbai is necessary if the contract is awarded to the vendor. The address of the branch office along with name of contact person with cell phone no. will be furnished to the Company In case, no office is available presently at Mumbai, the same shall be opened within 30 days of award of contract.
4. Only One Bid Per Party: Each Bidder is permitted to submit ONLY ONE BID irrespective of whether he/ she/ it is the sole Bidder, or the Leader or Member of a duly formed JV or Consortium. In case it is found that any party has uploaded more than one bid for the subject work(s) in any of the above capacities, all bids so uploaded shall be summarily rejected and SBI LIFE shall not entertain any further request/ correspondence in this matter.

PART-III

INSTRUCTIONS TO THE SERVICE PROVIDERS

1. Eligible agencies are advised to complete the onsite Survey of our Seawoods and Andheri offices on any working day between 10:00 am to 5:00 pm before submission of the tender by taking permission from Management Services Department, CPC, Seawoods Office.
2. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting shall be signed by the authorized signatory.
3. The Service Provider shall quote for all categories failing which the bid shall be considered non-responsive.
4. Incomplete tender in any form and Conditional tenders/bid will be rejected Out-rightly.
5. The tender shall be opened online on scheduled date & time at SBI Life Insurance Co. Ltd, Seawoods Office in the presence of the authorized representative of the Service Provider, who wish to be present at that time. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Head to check all relevant documents for their authenticity
6. A formal contract shall be entered into with the successful Service Provider within a period of 15 days from the date of placing the Work order. In this contract, the successful bidder shall be defined as Service Provider.
7. The successful Service Provider will have to enter into the Contract Agreement on a non-judicial stamp paper of Rs. 100 /- within 15 days of acceptance of offer, failing which the offer may be cancelled.
8. Each page of the tender documents and papers submitted should be numbered signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down therein.
9. The SBI Life Insurance Co. Ltd Mumbai reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Company.
10. The competent authority of SBI Life Insurance Co. Ltd reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

PART-IV

GENERAL TERMS AND CONDITIONS (GTC)

1. Tenure of the Contract: The initial period of the contract will be **THREE years** which can be further extended by a period of upto TWO years on the same T&C, based on performance and independent evaluation by the competent authority of SBI LIFE Mumbai.
2. All entries in the tender form should be legible and filled clearly online. Any overwriting or cutting shall be signed by the authorized signatory.
3. The Service Provider shall quote for all categories failing which the bid shall be considered non-responsive.
4. SBI Life Insurance Co. Ltd. reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Company.
5. The competent authority of SBI Life Insurance Co. Ltd. reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
6. All liabilities arising out of but not limited to accident or death of service provider's resource at our site, while on duty shall be borne by the Service Provider.
7. Service Provider and its staff visiting office should take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the SBI Life Insurance Co. Ltd premises. Any loss of property/ theft of property attributable to the commissions/ omissions of the service provider shall be recovered from the service provider/Bill of the service provider.
8. That in the event of any loss to the SBI Life Insurance Co. Ltd. as a result of any lapse on the part of the Service Provider as may be established after an enquiry conducted by the SBI LIFE, such loss will be indemnified by the service provider or made good from the amount payable to the Service Provider. The decision of SBI Life Insurance Co. Ltd. in this regard will be final and binding on the Service Provider.
9. The SBI Life Insurance Co. Ltd. shall have the right, within reason, to have any visiting technician/person removed that is considered to be undesirable or otherwise and similarly Service Provider reserves the right to change the visiting technician/person with prior intimation to the CPC Management Services Team at Seawoods.
10. During the course of contract, if any Service Providers personnel are found to be indulging in any corrupt practices or causing any loss of property in the Institution, SBI LIFE shall be entitled to terminate the contract by giving three months advance notice.
11. The Service Provider shall not engage any such sub-Service Provider or transfer the contract to any other person in any manner.
12. The Service Provider shall indemnify and hold the Institution harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Service Provider.
13. The bidder shall not make or cause to be made any alteration, ensure or obliteration to the text of the Tender documents.

14. Timely completion of works assigned and services is the essence of this RFP and the work shall be completed in all respects as required by the Company from time to time in a manner in accordance with the schedule laid down in the documents.
15. The Bidder should examine carefully the accompanying RFP documents and obtain all the information including inspection at site at his cost, prior to submission of his RFP.
16. SBIL reserves the right to reject any or all the tenders without assigning any reason whatsoever.
17. Should have adequate infrastructure, scanners and system integration facility as per requirement of SBI Life.
18. Should have adequate, sustainable and trained manpower with necessary skills to handle regular business volume and seasonal spikes as well
19. Should have its own integrated workflow system
20. Accreditation for Quality/Data Security Certifications like ISO 27001, ISO 9001 etc. for Navi Mumbai facility will be preferred.
21. Should have tie-ups & feasibility with at least two Telecom 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 2 MBPS bandwidth as per the SBI Life specifications for seamless transfer of data/images at all facilities. In case of Single MPLS/P2P link, there should be back-up of MPLS/P2P link with equivalent bandwidth of Primary link.
22. The participant must deploy suitable Router device in their premises to enable IPSec (3DES/AES) encryption over all WAN links established for connectivity to SBI Life & must configure data encryption parameters as defined by SBI Life.
23. It will be the responsibility of participant to deploy & maintain required capacity, performance, uptime & security of WAN links without additional commercial implications to SBI Life.
24. After completion of the said contract period, it will be the responsibility of the vendor to depute his representative for a minimum period of 30 days to explain about the process to the new vendor.
25. The documents to be uploaded is attached in the Annexure I
26. The financial bid for Centralized Mailroom Services is attached in the Annexure II
27. The Guidelines on Information and Cyber Security for insurers is attached in the Annexure III
28. The Declaration of understanding of all the clauses in this document is attached in the Annexure IV
29. The Criminal Liability Undertaking needs to be provided as attached in Annexure V
30. Confidentiality & Non-Disclosure
The Bidders 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 – VI. The Bidders have to execute Non-Disclosure Agreement on Rs.200/- Non judicial

stamp paper. The undertaking should be notarized and stamped.

31. Reporting Schedule: The report of inward and outward documents needs to be submitted to SBIL on daily basis.
32. The vendor shall ensure trouble free and smooth operation. All complaints have to be attended to, in minimum agreed times, as per industry norms/practice, failing which, SBIL will be at liberty to get the work done on its own / another vendor and recover the costs incurred from your running bills.
33. Termination of Contract:
The contract can be terminated by giving Three months' notice by the SBI LIFE, without assigning any reason thereof. The agency however, if so desire, may terminate the contract by giving a minimum Three months prior notice to the SBI LIFE.

At any time makes defaults in proceeding with the works with due negligence and continues to do so even after a notice in writing from the SBIL; or

Fails yearly performance evaluation by SBIL or third-party inspection report or both; or

Violates any of the terms and conditions stipulated in the agreement/tender document.

34. Centralized Mailroom Services Payment Structure:
Centralized Mailroom Services payment will be settled every month at actual - post completion of the month.
35. FORCE MAJEURE
If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or fifteen days, whichever is more, either party may at its option terminate the contract.
36. Right to accept any Bid or reject any or all Bids:-

(a)SBI Life is not bound to accept the lowest or any bid and may at any time terminate the tendering process without assigning any reason.

(b)SBI Life may terminate the contract if it is found that the Service Provider is black-listed during last 3 years by the any of the Govt. Departments / Institutions / Autonomous bodies / Local Bodies / Municipalities / Public Sector Undertakings, etc.

37. OBLIGATION OF THE SERVICE PROVIDER:

i) After completion of the contract, if the Centralized Mailroom Services is awarded to another vendor, smooth handing be done within 30 days to new vendor.

ii) SBI Life shall impose penalty on empanelled service provider(s) for non-adherence to mutually agreed terms & conditions, service deliverables, turn around time (TAT) related to outsourced activities, failure of which, there will be a **penalty per instance in percentage of the total quarterly billing due as described below. In case, the same instance occurs three times consecutively, the contract will be called for review.**

The service & quality standards to be maintained by the Service Provider while carrying out the entrusted activity (ies) shall as prescribed and amended from time to time by SBI Life. The details of activities and Turn Around Time (TAT) along with desired accuracy level are as tabulated below.

Sl. No	Activity	Activity Turn Around Time (TAT)	Accuracy Percentage
	Inward		
1.	Inward and handover of all communication(s) received till 04 p.m. to the intended recipient of the Service Receiver	Same day on best effort basis or maximum by 10.00 a.m. next working day	95%
2.	Inward and handover of all communication(s) received after 04 p.m. to the intended recipient of the Service Receiver	Same day on best effort basis or maximum by 12.00 p.m. next working day	100%
3.	Daily MIS and reconciliation of Inward	To be submitted to all the concerned SBIL personnel	100%
	Outward		
1.	All document(s) received till 03 p.m. for dispatch from Service Receiver	Handover to courier/post on the same day of receipt	95%
2.	All document(s) received after 03 p.m. for dispatch from Service Receiver	Handover to courier/post on the same day on best effort basis or maximum by next working day	
3.	Daily MIS of Outward with Courier and POD/AWB Number details	To be submitted to all the concerned SBIL personnel	100%
	Document Retrieval		
1	All requests received from departments should be forwarded to RMS vendors	Requests received up to 10.30 AM by 11 AM and requests received up to 3.00 PM by 3.30 PM	100%
2	Handover of dockets/documents received from RMS vendors	To requester within 1 hour from receipt from RMS vendor against acknowledgment	100%
3	Follow-up of pending dockets with RMS vendors	Daily if retrieval TATs are breached by RMS vendors and escalation within 24 hrs to SBIL SPOC	100%
4	Daily MIS and reconciliation	To be submitted to SBIL SPOC	100%

iii) The Service Receiver may also impose Liquidated Damages on The Service Provider for

a. Not adhering to time schedule in completing the job.

b. Wrong processing (including data entry errors – if exceeds 0.50 %).

- c. Non generation of Control Information and/or MIS reports
- d. Loss of documents/financial instruments.
- e. Leakage of data/information

Similarly, The Service Provider may impose penalty on The Service Receiver for the following:-

Delayed payment of the invoices raised for services offered provided the Service Receiver does not raise any objection to the bills raised.

- iv) The failure in terms of delivery as mentioned above would be determined based on the measures available. These would form part of the review meetings and the extent of delivery failure would be reviewed with the reasons for nonconforming to the agreed service levels. The liquidated damages will be applicable during the tenure of the agreement. The Service Receiver will have the right to seek reimbursement for any financial loss and / or reputation loss suffered on account of error [s] committed by The Service Provider or work done by. The penalty amount would be arrived based on the Penalty Table given below:

Penalty Table	
Errors	Penalty Amount
Up to 0.50%	Nil
above 0.50%	Deduction of billing amount for entire no. of errors*
Timelines	Penalty Amount
Number of occasions of Deviations from agreed TAT	Number of occasions multiplied by 1% of the invoice amount

*Extrapolating from the sample.

Wherever the error or TAT delay causes loss to The Service Receiver in terms of reputation or financial loss due to NAV (Net Asset Value payment outgo), the same will be additionally charged to The Service Provider in actual terms. Basis of such charging will be given to The Service Provider at such instances. Also, the no. of errors counted for the purpose of penalty (as per penalty table above) shall be inclusive of first 0.50% of errors.

However, LD will not be imposed in cases where such delays or non-delivery are caused by delays/non-adherence to commitments made in this agreement by The Service Receiver and delay or non-delivery is not solely attributable to The Services Provider. Notwithstanding anything contained in this agreement, liquidated damages to be paid by the Service provider shall not exceed One month average billing for that year.

v) Any information that The Service Provider generates/ collects as a part of the services being provided, is extremely confidential and The Service Provider shall not disclose, part with, use or store the said data in any manner contrary to written instructions issued by The Service Receiver from time to time. In case such information is lost or leaked out to any person or persons willfully or even by oversight; The Service Provider shall be responsible for token liquidated damages to the tune of Rs 1,00,000 (Rupees One Lakh) besides other legal consequences.

vi) Independent audit/assessment can be taken up by The Service Receiver's Information Security Team or Inspection & Internal Audit Department or by another independent auditor appointed by The Service Receiver. If the compliance score of The Service Provider in the audit is found less

than 90%, The Service Provider shall be subjected to a penalty of up to 5% of the annual billing amount, due to the non-adherence to the Service Receiver's information security requirements.

38. INTEGRITY PACT

It is hereby declared that SBI LIFE is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender / bid documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the SBI LIFE Mumbai.

39. Dispute Resolution

Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by SBI Life.

The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

40. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Service Provider shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Service Provider shall continue to be made in terms of the contract. Arbitration proceedings will be held at Mumbai.
41. JURISDICTION OF COURT: The courts at MUMBAI shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between both the parties.

Chapter-V

SCOPE OF WORK

The scope of the activity to be outsourced is enumerated below

1. Inward of Documents/Consignments
 - 1.1. Receiving consignments from various sources like courier/postal agencies/hand deliveries.
 - 1.2. Putting inward stamp with date of inward on each document and reconciliation of items of inward with covering sheets.
 - 1.3. Inwarding the documents through the Inward–Outward module of Mailroom vendor.
 - 1.4. Proposal forms or any other documents with multiple pages are properly sorted and stapled, wherever required.
 - 1.5. Segregation of inward documents (department wise/category wise) and handover of documents to concerned department/identified personnel against acknowledgement.
 - 1.6. Reporting of discrepancies to concerned department/identified personnel of SBI Life CPC and taking necessary action as per their instructions.
 - 1.7. Obtaining acknowledgements of documents handed over to SBI Life personnel.
 - 1.8. Recording of documents handed over to SBI Life as per decided format in the Inward–Outward module of Mailroom vendor.
 - 1.9. Handing over documents to third party/Record Management Service (RMS) vendors (wherever required) after scanning, merging or any other specified purpose against proper acknowledgements and maintaining the records of the same.
 - 1.10. Pickup/Delivery of consignments received at Mailroom vendor site to CPC and vice versa two times a day for further processing.
2. Outward of Documents/Consignments
 - 2.1. Collection of physical documents/instruments along with detailed list and providing acknowledgements to the concerned personnel of the departments.
 - 2.2. Insertion and stuffing of documents and sealing envelopes as per SBI Life requirements.
 - 2.3. Outward of documents through the Inward-Outward module of Mailroom vendor.
 - 2.4. Preparing outward sheets wherever required while handing over the documents to couriers agencies/India Post.
 - 2.5. Procuring acknowledgments from the couriers/postal agencies.
3. Document Retrieval Activities (Record Management Service & Merging)
 - 3.1. Handling end to end activities pertaining to retrieval and return of documents from/to Record Management Service (RMS) vendors as per request from SBI Life departments.
 - 3.2. Receiving the requirements from various departments and forwarding them to RMS vendors as specified by SBI Life.
 - 3.3. Receipt of documents from RMS vendors, updating the MIS in Excel and handing over of documents as per department requirements against proper acknowledgements.
 - 3.4. Receiving back retrieved documents and returning them to RMS vendors for refilling.
 - 3.5. Maintaining MIS and taking acknowledgements on the movement of the documents to aid in reconciliation and tracking of the documents.
 - 3.6. Reconciliation of the documents received, handed over to the requestor and returned to the RMS vendor to be performed.
 - 3.7. Following up with RMS vendors for timely retrieval of documents.

5. SBI Life expects the participant(s) to provide end-to-end solution for the activities covered in the scope. The solution proposed should conform to the best industry standards and practices.
 6. It shall be the responsibility of the participant(s) to ensure that they possess necessary skills, expertise, manpower, infrastructure, licenses, approvals in case of any third party patents, trademark, copyrights, and intellectual property rights. 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 such titles by participant(s).
-

TECHNICAL BID
DOCUMENTS TO BE UPLOADED

Sr. No.	Qualifying Criteria	Supporting Documents to be provided	Submitted	
			Yes	No
1	The bid can be submitted only by a company who has an experience of Mailroom Services and should have been in the same business for more than five years.	Self-certification by authorized signatory with relevant documents in its support.		
2	The average annual turnover of the bidder should not be less than Rs. 5 Crore in the previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23	Duly certified statement from their appointed chartered Accountant for the FY 2020-21, FY 2021-22 and FY 2022-23 indicating the amount of turnover during these years.		
3	Bidder should have minimum 2 profitable years out of previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23	Duly certified statement from their appointed chartered Accountant for the FY 2020-21, FY 2021-22 and FY 2022-23 indicating the P&L statement of these years.		
4	Bidders Minimum volume handled per year should be at least 10 lakh documents in previous THREE financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	Copies of Purchase Order /Work order and Work Completion Certificate issued by the employer against the experience of similar work		
5	Power of Attorney / Authorization Letter is to be submitted in-favor of the person, who is signing and submitting the RFP on behalf of the bidder.	Power of Attorney / Authorization Letter		
6	The bidder should have valid ISO 27001, ISO 9001 certification	Copy of the Certification		
7	Bidder should not have been blacklisted for corrupt or fraudulent practices by Govt. of India/ State Government/ Central PSU at the time of bid submission date.	Declaration by the authorized signatory		
8	The bidder should have an office in Mumbai. However, if the local presence is not there in Mumbai, the bidder should give an undertaking for establishment of an office, within ONE month of award of the contract	Relevant Documents or Undertaking signed by the Authorized Signatory		

FINANCIAL BID
CENTRALIZED MAILROOM SERVICES COST

Sr. No.	Component	Unit	Rate (In Rs.)
1	Inward Processing	Per Document	
2	Outward Processing	Per Document	
3	RMS Related Activity	Per Document	
4	Merging of documents	Per Policy /Document	
5	Scanning and Indexing	Per Image	

Note

- 1.** Charges should be quoted in Indian Rupees only and should be exclusive of applicable taxes.
 - 2.** SBI Life shall deduct the TDS as applicable.
 - 3.** There shall be no minimum volume commitment.
 - 4.** Courier/postal charges for dispatch shall be borne by SBI Life.
-

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 bidders 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 bidders 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 Participant
- 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

The bidders 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 Gray Box and Black Box Testing, VA/PT of the application and underlying infrastructure components through their empaneled information security service providers. 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.

Detailed:

The bidders shall adhere to IRDAI Guidelines on Information and Cyber Security as well as SBI Life Information Security Requirement for Third Party and any equivalent standard in line with The Service Receiver’s information security policies, procedures and standards. The Participant shall ensure that they have information security organization in place to implement the provisions of The Service Receiver’s information security requirements.

1. The bidders shall adhere to Information Technology Act 2000, its amendments and rules published by Government of India and Information Security Management Standard established in line with the ISO 27001 standard.

2. The bidders shall not permit any person access to any SBI Life premises unless such access is permitted in accordance with control procedures approved by SBI Life or set forth in the policies and procedure or otherwise previously communicated to the bidders. The bidders shall be solely responsible for compliance by its personnel with such control procedures, including obtaining advance approval to the extent required.
 3. The bidders shall not use SBI Life information, if any, for any purpose other than for the purposes for which they were provided to bidders by SBI Life and then only to the extent necessary to enable bidders to perform activities as per this agreement.
 4. The bidder's personnel's working on SBI Life premises shall be in possession of valid identification, provided by the service provider, always and as such the identification shall bear photographic image displayed clearly along with other identity information.
 5. The bidders shall ensure any personnel assigned for carrying out activities under this agreement is subjected to background checks in accordance with the provisions in bidder's pre-employment policy or procedure. Detailed report of such background checks shall be submitted to SBI Life as and when requested.
 6. The bidders shall notify SBI Life immediately if any personnel, no longer requires access thus enabling SBI Life to take appropriate procedural measures to disable access to SBI Life premises.
 7. The bidders shall ensure that the assigned personnel of the outsourced service/contract labour be fully aware of the SBIL's information security requirements through appropriate mechanism including training.
 8. The bidders shall sign a confidentiality agreement with its employees accessing confidential/sensitive Information and Information Processing facility. Liabilities for a breach of agreement should also be made known to the personnel at the start of the employment.
-

DECLARATION

1. I, Son / Daughter
of Shri Proprietor / Partner / Head /
Authorized Signatory of am competent to
Sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and
hereby convey my acceptance of the same.

3. The information / documents furnished along with the above applicable are true and
authentic to the best of my knowledge and belief. I/we, am / are well aware of the fact
that furnishing of any false information / fabricated document would lead to rejection of
my tender at any stage liabilities towards prosecution under appropriate law.

Signature of Authorized Signatory

Date : Full Name:

Place : Company's Seal:

N.B: The above declaration, duly signed and sealed by the authorized signatory of the
service provider, should be enclosed with Technical Bid.

CRIMINAL LIABILITY UNDERTAKING

(Original hard copy of this undertaking must be submitted offline with technical bid cover)

(To be executed on Non-judicial Stamp Paper of Rs.100/-duly attested by Public Notary)

Ref: E-tender No._____.

I.....S/o..... Resident of

.....

..... Do solemnly pledge and affirm: -

1. That I am the proprietor /partner/authorized signatory of

M/s.

2. That my firm has not been declared defaulter by any Govt. Agency and that NO case of any nature
i.e.

CBI/FEMA/Criminal/Income Tax/ Blacklisting is pending against my firm.

Name & Signature

Seal of the participating Bidder Company

Affirmation/Verification