REQUEST FOR PROPOSAL (RFP)

Outsourcing of Payouts and Non Payout Processes and related activities

Queries & Responses - Pre-Bid Meeting held on 13th June 2023

Ref: RFP-SBILIFE/OPS/PS&LBPayouts/2023-24/01

Following queries were raised in pre-bid meeting by participant vendors

A. Queries on Scope				
Sr. No	**Reference Clause**	**Description**	**Participant Query**	**SBI Life Response**
1	Technical Capability	Details of infrastructure to efficiently discharge the activities mentioned in the scope	Please elaborate this point	Refer Point 8 F of the RFP, in which details are available. (Details of infrastructure to efficiently discharge the activities is mentioned in the scope which includes IT & Software capabilities, manpower & print facilities and contact person details.)
2	Broad scope	Participant should be able to do QC for the cases processed by them	Is this sampling QC or 100% QC ? If sampling, then what %	Vendors to exhibit their QC ability for ensuring correctness in processing. The % of QC will be dynamic in nature with the selected vendor, basing the experience we gain during the course of processing.

3	Broad scope	Generation of various communication post changes using various modes and other deliverables as applicables	What are these communication and modes ?	Communications will be generated from SBI Life systems. Different workflow modules have capability to generate the communication letter. Vendors are expected to generate and store those communications in SFTP or Workflow modules (based on existing functionality), after processing of cases.
4	General Scope	Facility for providing real time dashboard or equivalent which should be accessible to SBI Life with secured login credentials	Would excel MIS not suffice?	It is for the participant to showcase what are modern ability do they have for transaction monitoring. Data formats and expected formats shall be shared with selected vendors to create the dashboards.
5	Non STP processes through Core system	Treatment of Requirement or Not Fit to Process requests should be same as defined above.	Would these qualify for billing?	Yes. Once the requirement is fully closed and case is processed.

6	Mandate Management process	SBIL branch receive mandate form and inward entry is done portal	Which application is to be used ?	Mandate Management will have two journeys:**1. Processing of Mandates:**For the purpose of mandate processing, data and mandate images will be shared with selected vendor. Vendor to expected to create an application for data entry of the mandate values and have a maker/Checker/QC process / integrated IMPS solution to validate correctness of account). Post that vendor shall be sharing data to SBI Life empanelled vendor for mandate registration. Parallelly this data will also have to be uploaded on SBI Life mandate management application.**2. Updation of Mandate Registration Output:**Once the mandate registration reverse data is received, status update has to be uploaded on SBI Life application (Mandate Management System).
7	Mandate Management process	Scanning done under Auto pay document type along with bank account proof for other than EFT cases	For EFT cases, is there no scanning done ?	Even for EFT cases scanning would be available. For maker/checker/QC process there is different rule set followed in EFT and Non EFT cases to validate the account number.
8	Mandate Management process	Through batch process mandate and bank proof images are transferred to outsourced vendor	Would they be transferred through SFTP or workflow ?	The data and images will have to be shared over Portal / email / SFTP of the vendor managing mandate registration.

9	Mandate Management process	Mandate data where checker is approved data is uploaded into mandate management system with status as Send to vendor, Rejected cases uploaded with Rejected at CPC.	Is this a stand alone system or application ?	Mandate Management will have two journeys: **1. Processing of Mandates:** For the purpose of mandate processing, data and mandate images wil be shared with selected vendor. Vendor to expected to create an application for data entry of the mandate values and have a maker/Checker/QC process / integrated IMPS solution to validate correctness of account). Post that vendor shall be sharing data to SBI Life empanelled vendor for mandate registration. Parallelly this data will also have to be uploaded on SBI Life mandate management application. **2. Updation of Mandate Registration Output:** Once the mandate registration reverse data is received, status update has to be uploaded on SBI Life application (Mandate Management System).
10	Mandate Management process	Approved mandates from above QC process, shall be segregated and sent to relevant vendors, on the basis of laid down rule	What is this QC process ?	As defined in the process, vendors will have to check the correctness of the information on the mandate along with the proof of bank account and policyholder provided. Typically on a mandate their are 5-6 fields that will be filled by policyholder, which has to be checked.After this process, the ok to process mandates have to be sent to SBI Life mandate registering vendors.

11	Mandate Management process	Mandate images, which are received in A4 sizes, have to be cropped and send to relevant vendor along with mandate data.	Any specific utility for cropping to be used ?	Only a section of the mandate has to go to outsourced vendor managing mandates. Vendor might use tools enabled with Zoning and Cropping of images.
12	Processing of payout requests	Checking of data on the basis of various risk factors provided by SBI Life. Checking shall be done by comparing the fields provided in data file and core system	What are these risk factors and what are the fields that would be made available in the data file ?	It shall be depending on process to process. Generally risk factors for a payout is to ascertain that a payment is being made to the rightful owner of the monies.
13	Processing of payout requests	Performing the IMPS process and validating the account holder with policyholder/assignee/annuitant to ensure correct payments were account details are shared by SBI Life.	Is there a threshold for name match ?	At SBI Life, we do not recommend on any percentage. Vendor will have to ensure the correctness of payout. IMPS services are in-built in SBI Life modules.
14	General requirements	Generation of communication for various process and upload into CRM or share through FTP.	What communication to be generated ? Systemic or manual ?	Communications will be generated from SBI Life systems. Different workflow modules have capability to generate the communication letter.
15			Process Walkthrough Timeline	Detail of various processes are mentioned in the scope section with details on number of documents, fields to be updated etc.
16	4. General Requirements	Participants should have the ability to read vernacular languages of the different regions	Please specify the languages	Generally SBI Life perfers the below mentioned languages Hindi, Assamese, Bengali, Gujarati, Kannada, Marathi, Malaylam, Oriya, Punjabi, Tamil, Telugu

17	ANNEXURE – I Detailed Scope	b. Requirement cases	Please specify the percentage of requirement cases coming multiple times	3% to 4%
18	ANNEXURE – I Detailed Scope	Write to SPOC of SBI Life regional offices for the requirement.	1. Does this activity includes calling? 2. Who will provide the Email ID for communication?	Only calling with SBI Life Regional Offices SPOC or proper coordination and closure of requirements. SBI Life shall provide the communication coordinates.
19	General	Average Handling Time	Please share the AHT for individual activities:1. STP Processes2. Non STP with Multiple Screen Updation3. Non STP with Maker / Checker4. Mandate Management Process	Estimated AHT for individual activities: **Non Payout Process** 1. STP Processes - 4 mins 2. Non STP with Multiple Screen Updation - 7 mins 3. Non STP with Maker / Checker - 7 mins **Payout Process** 1. Company Initiated Payouts with Initiation , Maker & Checker - 8 mins 2. Company Initiated Payouts with account validation only - 6 mins 3. Customer Initiated Payouts - 8 mins **Mandate Management Process** - 4 mins
20	ANNEXURE – I Detailed Scope	Requirement Cases - Write to SPOC of SBI Life regional offices for the requirement.	Does vendor require to coordinate with regional offices of SBI or only SPOC at HO who will further assist with getting the requirements fulfilled from regional offices	Yes. Vendors will have to set up a process for co-ordination with regional offices of SBI Life. As per extant process, vendors are using theie own email domain for communication through a dedicated email id. Not all users of vendor shall be acces to emails and write to SBI Life.

21	ANNEXURE – I Detailed Scope	2. Non STP Processes through Core System	Can letter generation and upload to CRM be done in bulk and or has it to be done for each individual case separately	It is a case wise process.
22	ANNEXURE – I Detailed Scope	Mandate Management Process	Under Mandate Management Process points 8 through 10 is not clear; would like more clarity on these.	Mandate Management will have two journeys: **1. Processing of Mandates:** For the purpose of mandate processing, data and mandate images will be shared with selected vendor. Vendor to expected to create an application for data entry of the mandate values and have a maker/Checker/QC process / integrated IMPS solution to validate correctness of account). Post that vendor shall be sharing data to SBI Life empanelled vendor for mandate registration. Parallelly this data will also have to be uploaded on SBI Life mandate management application. **2. Updation of Mandate Registration Output:** Once the mandate registration reverse data is received, status update has to be uploaded on SBI Life application (Mandate Management System).

23	ANNEXURE – I Detailed Scope	Processing of Policy Payout requests:	Under payout, it says "performing IMPS and validating account holder ". Is there provision to do penny drop via the workflow application or will it have to be done through a separate application/link [under general requirements it is mentioned "participant should have ability to do IMPS verification for payout processes"]	Yes IMPS verification (Penny Drop) has been integrated in various applications of SBI Life. Where it is not integrated IMPS to be done separately.
24	ANNEXURE – I Detailed Scope	Processing of Policy Payout requests:	Can IMPS or penny drop account validation be done in bulk or is mandatory to do case wise.	IMPS is integrated in the maker/checker process, hence it can be done case wise only.
25	Generic		Please help with current AHT for non-payout and payout requests [maker /checker]	Estimated AHT for individual activities: **Non Payout Process** 1. STP Processes - 4 mins 2. Non STP with Multiple Screen Updation - 7 mins 3. Non STP with Maker / Checker - 7 mins 4. Mandate Management Process - 4 mins **Payout Process** 1. Company Initiated Payouts with Initiation , Maker & Checker - 8 mins 2. Company Initiated Payouts with account validation only - 6 mins 3. Customer Initiated Payouts - 8 mins

| 26 | Generic | | Is there any Checks in the SBI system for excess payouts | To the extant possible checks and rules are built. Details of the process shall be discussed with the selected vendors. It is responsibility of the process vendor to ensure correctness while processing. |

B. Queries in General				
Sr. No	Reference Clause	Description	Participant Query	SBI Life Response
1	General Scope	There will not be any minimum volume commitment.	We would appreciate the projections in 3 months advance if not commitment, for us to ensure to have the right sizing for the process	This arrangement shall be done with the selected vendor.
2	Eligibility Criteria	Participant should have minimum turnover of INR 50 Crores and profitable for at-least two of last 3 years	We are an existing service provider to SBIL with all the eligibility norms in place. Do we need to resubmit the details for this RFP	Yes. All documentation has to be submitted as required in the RFP process.
3	General Scope	There will not be any minimum volume commitment.	Quarterly projections to be given in advance to facilitate manpower & infra planning	This arrangement shall be done with the selected vendor.
4	General Scope	There will be penalties for not meeting these expectations	Would there be a reward also ?	No such reward policy.

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5	General Scope	It will be an SLA driven activity with responsibility of the Service Provider(s), to ensure correctness in payout, failing which, recovery shall be made from Service Provider for complete liability.	What about cases stuck in system queue which were excluded from billing ? What about the liability thereof in such instances?	Vendors shall be liable, under the penalty clauses of SLA, for errors / delay occurred on their part.
6	General Scope	It will be an SLA driven activity with responsibility of the Service Provider(s), to ensure correctness in payout, failing which, recovery shall be made from Service Provider for complete liability.	Timeline for intimation of wrong processing ?	Our course of action arises only when wrong payments are brought to our notice through internal audit measures/customer complaints etc. Hence no timeline can be put to it. Efforts should be eliminate any such occurrences.
7	Eligibility Criteria	Should have effective Business Continuity Plan which works in situations like pandemic, natural calamities and any other types of disruptions.	Is it 100% BCP ?	For Payout processes, it shall be at 50% and Non Payout Processes at 25%. However, a shift to 100% processing should happen in 120 HRS post which it becomes critical.
8	Service Level Agreement (SLA)	Only successfully approved transactions shall be billable. Rejected transactions will not be billable.	What about cases stuck in system queue & cases where scrutiny done and requirement raised? Would there be a part payment made ?	All work completed by vendor shall be billable. A Policy shall be billable only once for the particular process.
9	Indemnity	The participants shall indemnify SBI Life and keep it indemnified against any loss or damage on account of wrong pay-out processed based on the services provided by the successful participants.	Is there a window for intimating such wrong payouts ?	Our course of action arises only when wrong payments are brought to our notice through internal audit measures/customer complaints. Hence no timeline can be put to it. Efforts should be eliminate any such occurences.

10	Mandate Management process	Above is estimations and their can be changes (increase / decrease) in this due to any circumstances like change in processes, systems etc.	Would increase in scope if any qualify for a rate increase ?	Rate increase shall not happen during the term of contract
11	Mandate Management process	Above is estimations and their can be changes (increase / decrease) in this due to any circumstances like change in processes, systems etc.	Is there a change management process that would be defined ?	Yes. The same shall be defined.
12	General	General	Complete Bid of Commercial And Technical Should be done through online Mode or physical application	Yes all bidding will happen through eTender process. At first only Technical bids are to be submitted. SBI Life shall be informing selected participants in technical process to submit their Commercial bid later through eTender process.
13	General Scope	Clause of Bank Gurantee to be submitted by selected participants	Bank Guarantee will Required for MSMED or not	Yes it will be required for all finalised vendor for process.
14	Annexure – VII – Third Party Checklist	1. Whether the 3rd party's environment is suitably protected from external threats by way of firewall, WAF, IDS/IPS, AD, AV, NAC, DLP etc? 2. Is the 3rd party maintaining all Web, application, DB, Configuration and user access logs for forensic readiness?	Please confirm if any customer data will be getting saved on Service Provider's central place/Data Center	In some processes, data is being shared with the service provider. Purging policy, Data Confidentiality will be defined and will be part of agreement.

15	Others	Please provide the annual volumes for the different processes		Refer Annexure 1 of document Queries and Responses. The volumes are projections of FY 22-23. This are no way commitment for any minimum volumes
16	Annexure II : Technical Overview document	1)No. of Life Insurance Companies where application is deployed 2) Details of Organisations along with Industry	I understand that all the applications for processing will be provided by SBIL, in that case please help us understand this point	Yes. Applicatios shall be provided by SBI Life. Participants have to exhibit their knowhow of similar process that they are workig with different organizations.
17	Chapter 9 - Technical Overview Document	Details of Location at Navi Mumbai/Mumbai	Can vendor propose any delivery location or is SBI Life looking for specific to Mumbai/Navi Mumbai	Any location.
18	Generic		Please specify if any Techno-Commercial evaluation ratio is applicable	It will be an internal evaluation process
19	Generic		Are the activities listed in RFP outsourced or done in house currently	They are managed both in-house and through vendors
20	Generic		RFP is not reflecting on the eTender website	Once the vendor had created their registration on the website they will have to search for RFP with event id as 22465.
21	Technical Proposal | Brief Company Overview	Business performance during last three completed financial years (FY 2018-19, 2019-20 and 2020-21) along with brief summary of audited financial results	Can it be submitted for latest 3 years?	Business Financials has to be submitted for FY 22-23, 21-22, 20-21. The same has been mentioned in all other sections of the RFP.

**C. Queries on IT and Infra**				
Sr. No	**Reference Clause**	**Description**	**Participant Query**	**SBI Life Response**
1	General requirements	For encryption, a licenced DRM solution shall be installed at vendor's site. All the data movement shall be made through DRM application only	Would it be provided by SBIL to the service provider?	SBIL will deploy the DRM solution (Seclore)
2	Non STP processes through Core system	Generate processed / requirement letters for various requests.	Are these system generated or manual letters ? Would template and SFTP access be provided for sharing MIS/data/letters ?	These are system generated letters. SFTP access shall be provided by SBI Life. Vendors has to ensure all documentations are submitted to meet the infosec guidelines and are fully compliant so that there is no issues in creating connectivity and opening firewalls.
3	Mandatory Infosec Guidelines	Sub Clause ix on connectivity	P2P connection Required or Lease Line Connectivity for Process	Lease line (separate) to both Primary and DR site
4	Mandate Management process	SFTP to have documents	SFTP Guidelines	SFTP shall be provided to the selected vendor and guidelines shall be shared then
5	General	General	All IT Infrastructure and Securities shall we involve any third party	Please refer RFP section on Madatory Guidelines for Infosec. It has been mentioned their regarding VAPT and other testings to be done through Cert-in empanelled vendors.
6	Mandatory Infosec Guidelines	Sub Clause ix on connectivity	How Many Lease Line Required For Process	2 links atleast from different service providers

7	General	General	Operations area for SBI Life process Should be Dedicated (Isolated) with Information Security Norms pls Clarify	The operational area should be dedicated ares for SBI Life users , clearly demarcated from other organizations. Users shall be dedicated to SBI Life process.
8	General	General	Any Third Party Application Should required or not	Applications for processing of cases shall be provided by SBI Life. Only for Mandate Management, vendors are expected to create a maker / checker module for capturing of mandate data and processing of mandate images
9	Third Party Checklist	General	Annexure 7 Third party Checklist Need clarification on this point	Third Party checklist is important to be filled for vendors to abide to SBI Life infosec requirements. Cloud requirements has to be fullfilled, if any vendor is using Cloud for their purpose/processing.
10	4. General Requirements	For encryption, a licenced DRM solution shall be installed at vendor's site. All the data movement shall be made through DRM application only	Who will provide the DRM solution?	SBIL will deploy the DRM solution (Seclore)
11	General Requirements	Generation of communication for various process and upload into CRM or share through FTP.	Who will provide the FTP?	SBI Life arrange for SFTP with the selected vendor.
12	Annexure VII - Third Party Checklist		Is this Annexure applicable, if SBI Life is looking for outsourcing the activities as this checklist is related to Automation	Yes. It has to be filled and submitted by all participating vendors

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Annexure 1 – Volumes of FY 2022-23

- Below mentioned volumes are just indicative figures of last financial year.
- This should by no way be construed as volumes commitment by any means.
- As clearly mentioned in the RFP, there is no volume commitment by SBI Life.

Type of Process	Description	Approx Volume of FY 22-23
Non Payout	STP Processes	60000
	Non STP with Multiple Screen Updation	15000
	Non STP with Maker / Checker	150000
	Mandate Management Process	500000
Payout	Company Initiated Payouts with Initiation , Maker & Checker	150000
	Company Initiated Payouts with account validation only	100000
	Customer Initiated Payouts	500000

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