

REQUEST FOR PROPOSAL (RFP) For
Outsourcing of End to End Printing activity of Policy & Non-Policy Documents

Ref: RFP – SBI LIFE/OPS/NB/2021-2022/01

REQUEST FOR PROPOSAL (RFP)
For
Outsourcing of End to End Printing activity of Policy & Non-Policy Documents



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	10-Nov-2021
Last date for sending the queries on RFP	25-Nov-2021
Pre-Bid Meeting	26-Nov-2021
Last date for submission of Proposals (Technical & Commercial)	08-Dec-2021
Date for opening of Technical Proposals	09-Dec-2021

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 imply acceptance of the above confidentiality norms. Tender documents can be downloaded from the website <https://www.sbilife.co.in/en/services/download-center/rfp-forms>

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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 File Format
HNI	High Net worth Individual
EMS	Express Mail Service
TAT	Turn Around Time
ISO	International Organization for Standardization
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

1. Introduction and Background

1.1. About SBI Life

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.

Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions.

Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service. Additionally, SBI Life is committed to enhance digital experiences for its customers, distributors and employees alike.

SBI Life strives to make insurance accessible to all, with its extensive presence across the country through its number of offices, employees, a large and productive individual network of agents, corporate agents, a widespread bancassurance network, number of partner branches, brokers and other insurance marketing firms.

In addition to doing what's right for the customers, the company is also committed to provide a healthy and flexible work environment for its employees to excel personally and professionally.

SBI Life strongly encourages a culture of giving back to the society and has made substantial contribution in the areas of child education, healthcare, disaster relief and environmental upgrade.

SBI Life is listed on the Bombay Stock Exchange ('BSE') and the National Stock Exchange ('NSE'). For more information, please visit our website-www.SBI Life.co.in and connect with us on Facebook, Twitter, YouTube, Instagram, and LinkedIn.

1.2 Objective

This RFP is an invitation to the market players having experience and expertise in providing activities as detailed in the scope of this RFP.

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 participants.

“SBI Life” invites proposals from interested participants of repute for providing services mentioned below.

Scope in broader categories–

- A. End to end printing of policy bonds and certificates of insurance (COIs)
- B. End to end printing of non-policy bonds documents.
- C. Dispatch of documents mentioned above through India Post and Couriers, their tracking till delivery.
- D. Undelivered policy bond management.
- E. Digital Communications (Creation of Bitly link, policy pdfs, SMS, e-mails, whats app) and MIS

Multiple participants shall be empaneled at the end of the RFP through an agreement for the scopes mentioned hereunder.

2. Scope of Work

General Scope:

SBI Life expects the participants 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.

- 2.1. This shall be an offsite activity at Vendor’s premises.
- 2.2. Participants have to adhere to the SBIL Policy on Information Security Requirements for Third Party.
- 2.3. SBI Life would, as a part of the regular reviews/site audits and audits carry out assessment of effectiveness of controls including surprise visits.
- 2.4. Participants will have to adhere to the process and service quality parameters laid down by SBI Life.
- 2.5. There should be a facility for providing real time dashboard, which should be exposed to SBI Life with secured login credentials and multiple status reports should be available for download in excel OR PDF for reporting. The participants should conform to SBI Life’s Information Security Policy for third party vendors.
- 2.6. Participants should adhere to IRDAI regulations and guidelines (issued from time to time) along with outsourcing policy of SBI Life.

- 2.7. Stationery required for the printing of policy and non-policy documents including inland letter and window envelopes will be procured by the Participants as per the requirement, design and specifications of SBI Life from time to time.
- 2.8. Participants will maintain sufficient stationery to cater to the volume requirements and avoid stock outs.
- 2.9. Participant should have the internal capability of managing digital communication and will be fully accountable for this activity.
- 2.10. It will be an SLA driven activity with clearly defined TAT and expectation parameters. There will be penalties for not meeting these expectations.

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

A. End to end printing of Policy Document and Certificates of Insurance (COIs):

1. Policy bond & COI will be prepared in form of a booklet. It will combine printing of data and PDF/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. PDF/Image files in the booklet will consist of Proposal form, 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 participants as per the specification given by SBI Life. Participants will create the printable files out of them. Participants 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 participants.
4. The template designed by the participants 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 participants 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. For encryption, a licenced DRM solution shall be installed at vendor's site. All the data movement shall be made through DRM application only.
9. Participants will download the images, data and other relevant files from secured FTP.

10. File containing data will be used for printing by the participants. This file will be used for spool based printing.
11. File containing data will be used for image based data quality check by the participants.
12. 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.
13. Policy/ COI booklet will be developed into printable Postscript (PS)/PDF documents after the process of data and image quality check and other related activities for data accuracy is completed
14. Every policy PDF/ COI PDF has to be digitally signed.
15. The Policy / COI PDF should not be on a plain paper. It should be on a watermark paper with SBI Life's logo printed on each page, just like physical policy bond. It should also include image of cover pages. The entire policy bond / COI PDF should be in presentable colour format.
16. The Policy Bond/COI printing should also take place in colour format as per specific requirement of SBI Life.
17. 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.
18. The Policy bond should contain Hologram containing policy number and SBI Life logo around it.
19. All the pages should be watermarked with standard SBI Life logo in the header.
20. Envelope for policy will be designed in attractive colour on the basis of specifications provided by SBI Life. Sample envelope is enclosed as Annexure.
21. 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 participants as per the requirement of SBI Life.
22. 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.
23. There will be combination of multiple Policy/ COIs where multiple policy bonds are combined together and placed under single cover/envelop. Such Combo Policy may consist of 2 to 6 policies. A specifically designed cover/envelope will be used for such Combo policies.
24. Group master policies have to be printed in specified templates.
25. For dematerialized polices, information booklets are to be printed in a specified format.
26. 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.

27. PDF copy of Policy bond and COI to be created. It has to be digitally signed. In addition to Physical despatch, digital communication also is to be sent. Digitally signed PDFs of individual policies/ COI have to be transferred back to SBI Life through FTP for archival.
28. Participants should 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 participants' 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.
29. Participants 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.
30. For some products, SBI Life requires the policy bond in pdf only .

Pre-printing Quality check of policies:

- i. Pre-printing Data quality check will involve checking accuracy of details to be printed on policy document/COI.
- ii. This quality check will be done on the basis of images of proposal form and other documents.
- iii. On receipt of data and image files, Participants will carry out Data Quality check before sending them for printing.
- iv. Vendors must have its own IT system, manpower and infrastructure to carry out this activity.
- v. Number of fields to be checked will be specified by SBI Life and may vary from plan to plan.
- vi. 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 activities 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 participants. SBI Life will provide list of such data fields.
- vii. 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.
- viii. Failure to carry out this activity will invite penalty.

B. End to end printing of Non-Policy Documents:

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 SFTP 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 participants as per the specification given by SBI Life. Participants 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. Participants will maintain such version controls.
6. Participants 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. Participants will ensure reporting of process status and other MIS/Logs on daily basis as per the format and specification given by SBI Life preferably through auto mailer.
8. Participants 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. Participants will upload PDF of communications despatched back to SBI Life through secured FTP for archival. Participant should ensure updation of job status through communication tracker module of SBI Life.
10. Participants shall conduct necessary data quality checks before starting the printing. Any error found during Quality Checks has to be reported to SBI Life. The data Quality Checks needs to be done as decided from time to time. Also, job wise quality checks may be required to be conducted on all fields or critical fields as decided time to time.

C. Dispatch of documents mentioned above through India Post and Couriers, their tracking till delivery:

1. Participants will be handling end-to-end despatch related activities to ensure policy bonds, COIs and non-policy bonds communications are handed over to Post/Courier in the required format in soft/hard copy as per the requirements of SBI Life.
2. Participants should have their independent Courier arrangements and will be fully accountable for the services related to end to end dispatch of documents to the customer.

3. Participants to share the acknowledgement receipt for the policies handed over to postal or dispatched through courier on daily basis.
4. Participants will have to adhere to all the formalities/ processes required by postal department or any other despatch agency for handing over consignments to them. Participants may have to modify their process in the wake of any change in the processes adopted by despatch agencies from time to time.
5. Participants will be coordinating with despatch agencies for the day to day activities and ensuring that despatches are done within TATs agreed with SBI Life.
6. Participants 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.
7. Participants to provide reconciliation MIS for the adhesive stamps affixed for Jammu and Kashmir policies. Though this is obsolete now, vendor should be ready to do this activity for short span of time, if the situation warrants.
8. Tracking details for delivery of documents every 15 days until document is delivered from website of India post, to be handed over to SBI Life and report to be submitted to receiver every day. The capacity to track the consignment through API services of postal services will be considered as an additional weightage of the participants.
9. Participants 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.

D. Undelivered Policy Document Management:

1. Participants should have a separate team to manage this activity.
2. Undelivered policies / COIs will be received back at Participants' location. Storage of undelivered policies will be done at the participants' location for a defined period. In this period participants will provide facility to retrieve the policy/ COI and re despatch it to the customer or hand it over to SBI Life.
3. Participants must have a fully documented and secured process of receipt, storage, handling and complete reconciliation of such undelivered documents. Safety and security of customer property (Undelivered policy document) to be ensured by the participants. It should be in lock and key with proper control of Supervisory staff. Misplace of any policy bond by the participants shall incur heavy penalty.
4. This activity involves calling to the customer to confirm the addresses. Hence the participants should be registered as tele-caller with TRAI or should have valid OSP licence from DoT and must be compliant with applicable TRAI regulations/guidelines.
5. Participants must have a fully functional multilingual call centre, catering to all major languages of the country. Participants to share the recording of calls and also maintain email tracking details (wherever email ids available) made to customer for undelivered documents to SBI Life for future reference and verification.
6. The employees of the vendor doing the calling should be well qualified and well trained. After Participants receives back undelivered policies, it will note down reasons for

return of policy. Participants will again check address from proposal form, previous calling remark and do necessary corrections if required.

7. Participants to ensure that calling/BITLY SMS/Whatsapp/Email to customers informing them about the failure of delivery of their policy bonds are done within 2 days of receipt of undelivered document and daily MIS for the same is to be provided to SBIL.
8. Participants will send Inland letter / Intimation letters to the policyholder with the reason for non-delivery of the policy document.
9. SMS, WhataApp & Email will also be sent to the client wherever email id / number exists.
10. Participants will maintain and share MIS for undelivered policy documents on daily basis with calling efforts done.
11. On advice of SBI Life they will re-despatch policy documents.
12. Participants should have capability to recheck the accuracy of the address. Participants should share the delivery confirmation report of the dispatch of each and every undelivered policy bond along with customer's confirmation. Only such success delivery of documents shall be charged/billed.
13. In absence of requisite OSP license from DoT / TRAI as a tele-caller, the different charges for this activity – 'Undelivered Policy Document Management' are applicable.

E. Digital Communications and MIS.

Digital communications should cover all possible mediums of sending communication to policyholder on digital platforms like emails, SMS, whatsapp, and other like **telegram(optional)**. Below mentioned are few of the ways that a vendor should exhibit their capabilities.

It may be a plain communication or may include link to download the document or a direct PDF attachment.

For specific activity printing of documents and physical despatch as well as digital communication both have to be done and for some activities only digital communication will be sent.

Digital communications to the customers would include Policy bonds, COI, Premium Notices, Premium Receipts and any other document specified by SBI Life

Some activity may require PDFs to be signed digitally. This includes Policy Bond/ COI booklet PDFs and other documents specified by SBI Life.

PDFs may also be password protected or operated through OTP.

Service provider will transfer digitally signed PDFs of individual policies/ COI and other documents back to SBI Life through FTP for archival.

It is expected that Communications should be triggered within 12 hours from the time printing data is shared with service provider.

Detailed Scope:

a) Through Emails:

- i. SMTP gateway for email will have to be of the service provider and SBI Life email ID should be whitelisted. So, for the end customer the email appears to be coming from SBI Life.
- ii. Data for e-statements shall be uploaded in SFTP for each category of communication. It will be specified whether physical printing and despatch of the communication also to be done.
- iii. 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.
- iv. Participants must have the capability to identify and exclude junk/non functional email ids.
- v. Participant(s) to share MIS / Logs with details of successful email delivery and bounce cases with reasons for analysis and reporting for all documents separately.
- vi. Participants should also have the capability to share dispositions of emails delivered in terms of date of delivery, date of opening of mail and link or down load of documents etc.
- vii. Multiple email attempts with specified intervals to be made for soft bounce cases as per requirements of SBI Life
- viii. Reprocessing of emails for failed cases and despatch of physical copy wherever required as per SBI Life requirement.
- ix. Entire process of emailing, MIS and reprocessing etc should be automated with realtime disposition tracking, including despatch of physical copy in case of failures.
- x. MIS/Logs for the email delivered and failure report to be shared with SBI Life on daily basis.
- xi. Template for email should be developed by participants(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.
- xii. Participants should have the necessary infrastructure to avoid the bulk mails being sent as spam. The prerequisites to avoid classification as Spam are given below –
 - Need proper domain names & IP address
 - Domain names should have proper MX record, Domain names should have proper Reverse DNS record, Domain names should have proper SPF record,
 - Domain as well as IP address should not be blacklisted.
 - Email gateway should have configured for TLS communication with proper certificate.

- Valid email address through which email will be sent (Envelope sender should be same as sender email address).

b) Whatsapp & SMS with BITLY Link –

- i. Vendor to have a robust mechanism of sending SMS with BITLY link for various communications.
- ii. The service provider should use their own SMS gateway. SBI Life will provide the sender ID details – so for the end customer the SMS appears to be coming from SBI Life.
- iii. The one-time template registration of SMS content will be done by SBI Life and the template ID will be provided to the Service Provider to use for these services.
- iv. Data shall be shared with vendor in spool / XML files. Vendor shall be able to convert the data into PDFs.
- v. Such PDFs shall be converted into a specialized / dynamic bitly link.
- vi. Service provider should be able to send the end customer a Bitly link on any channel (such as email, sms, whatsapp).
 - a. SBI Life will only provide the sub-domain which will be visible to the end customer when viewing any document via the link.
 - b. The link should be configurable for expiry based on SBI Life requirement – which may vary for different types of communications.
- vii. Vendor should be able to report on how many messages successfully send, how many customers have opened the bitly.
- viii. Reports and dashboards should be available for each job separately.
- ix. Vendor should be able to create QR codes on this PDF for policyholders to complete different activities.
- x. The links should be secured/password encrypted.

3. Eligibility Criteria

BASIC ELIGIBILITY CRITERIA FOR SCOPE

- i. Bids should be submitted by one single entity/organization. The interested participants will not be permitted to submit the bid in a consortium with another service provider.
- ii. Participants should not be a group entity or related party of any Insurer, Corporate Agent or Broker.
- iii. Participants must be Companies, registered under the relevant provisions of the Companies Act, 2013.
- iv. Should have proven capability and prior experience of at least 3 years in carrying out the activities outlined under the scope mentioned above.

- v. Should be having minimum annual turnover of Rs 75 crores for last 3 years out of last 5 years.
- vi. Accreditation for Quality/Data Security Certifications like ISO 27001, ISO 9001 etc. for is essential. Other certification like IBA is good to have but not essential.
- vii. Service Provider(s) having location specifically at Mumbai/Navi Mumbai in addition to other 3 parts of India is essential (North, East, South)
- viii. Should have qualified, adequate, sustainable and trained manpower for quality check with complete skill sets as per best industry standards.
- ix. Should be providing services of similar nature to any other BFSI/ Life insurance company with minimum three references in Life Insurance. They must be doing the printing and dispatch from at least 4 locations (Mumbai, East, North & South) of India.
- x. Shall ensure compliance to all regulatory and government laws including all Labour Laws of the country.
- xi. Complete adherence to all ISMS guidelines as mandated by SBI Life to ensure strict security and confidentiality in terms of data and information while operating from its facility
- xii. Any statutory or regulatory approvals and compliances thereof shall be the sole responsibility of the participants. SBI Life shall not be a party to any violation of any Laws / Regulations / Statutes / Intellectual Property Rights of whatsoever nature by the participants.
- xiii. Should have tie-ups with at least two service providers for Point to Point (P2P)/MPLS/Connectivity at their own facility. The participants 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.
- xiv. Should have software development capabilities.
- xv. Should have done software development of Policy Document / Non-Policy Document from raw data (Multiple Spool) along with proposal form Images. Should be able to take input from multiple spool generated by different systems.
- xvi. Should have effective Business Continuity Plan which works in situations like pandemic, natural calamities and any other types of disruptions.

4. Evaluation Criteria

The basis of evaluation will be on techno-commercial criteria. The participants will be evaluated exclusively for scope. Weightage of the technical-commercial evaluation will be on 60:40 ratio. The participants should satisfy the basic eligibility criteria as mentioned

above. Based on the bid submitted, technical evaluation would be done to shortlist eligible participants. Only those participants, 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 WILL BE LINE WITH SCOPE.

- i. The services provided should conform to the best in industry standards and practices.
- ii. 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.
- iii. Preference shall be given to participants having both offset and variable data printing infrastructure.
- iv. Should have Postal Franking license with in-house franking facility at multiple locations.
- v. Should be doing policy bond/ COI printing and printing of non-policy documents for at least 2 life Insurance companies.
- vi. Should have adequate technical capability and infrastructure to handle regular business volume and seasonal spikes as well. Degree of automation will be a significant criterion for evaluation.
- vii. Should have qualified, adequate, sustainable and trained manpower for quality check with complete skill sets as per best industry standards.
- viii. Participants having location specifically at Mumbai/Navi Mumbai in addition to rest parts of India (East, North & South) will be preferred.
- ix. Should have capability and continuing experience of doing supporting activities like -
 - a) Image QC
 - b) Managing Digital Communications in time bound manner (SMS, e-mails and Whatsapp/ telegram)
 - c) Managing Undelivered Policy Bonds. (should have a separate team to manage this activity)
- x. Should provide demonstration for the similar activities handled and the capacity of volumes handled.
- xi. Should have its own integrated workflow system.
- xii. Should have experience in designing and template making of documents to be printed.
- xiii. Should be able to provide real time MIS and dashboard accessibility to SBI Life.
- xiv. Should have past experience with Policy Document / Non-Policy Document file generation from Raw data (XML, Text & Images).

- xv. Participants 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 strength of such customisation will be important criteria to determine relative robustness of the bidder.
- xvi. Participants should be able to print the policy bond in colour format as and when necessary. Also, they should be having capability of printing the content including text and watermark along with company logo directly on a plain paper, instead of printing watermark logo first on the paper rim and then printing the policy text separately. The bond should also contain Hologram. The participants having such advanced technological solutions, if any, shall be given preference.
- xvii. Should have its independent courier capabilities.

5. Response to RFP

The participants should submit technical and commercial proposals in response to this RFP in sealed and separate envelopes, super scribed as “Technical Proposal for RFP for printing of policy and non-policy Document” and “Commercial Proposal for RFP for printing of policy and non-policy Document”. Both proposals must be in sealed envelopes.

Participants must submit duly executed NDA & All other Annexure as prescribed in this RFP document.

A. Technical Proposal

- i. The Technical proposal should contain information necessary to establish the credentials of the interested participants. 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.
- ii. One (1) hard copy of the technical proposal needs to be provided. In addition, softcopies of the technical proposal should be provided in a USB drive device.
- iii. Participants 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.
- iv. The information to be covered is indicated below. Necessary documentary evidences need to be enclosed.
- v. Brief Company overview with name & address and year of establishment.
- vi. 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 participants. Further, the selected/empanelled participants or entity or related party or any of their

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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.

- vii. Management details including ownership pattern, shareholding, whether a listed company etc.
- viii. Business performance during last three completed financial years (FY 2018-19, 2019-20, 2020-21) along with brief summary of audited financial results.
- ix. Details of print facilities with address, infrastructure details and contact person details.
- x. Details of installed capacity and current spare capacity at each of the facility.
- xi. Details of stationery procurement arrangements.
- xii. Details of Postal Franking Licenses.
- xiii. 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.
- xiv. Details of digital communication capabilities.
- xv. Details of Backup/Business Continuity Plan in place.
- xvi. Details of data security measures and certifications.
- xvii. Details of contracts relating to secured printing awarded like cheque printing etc (if any).
- xviii. Details of industry awards, recognitions, affiliations and certifications, if any.
- xix. List of existing clienteles with information on bonds printing, COI, impressions, email and quality check activities being handled for them and volumes scope wise handled during last 3 FYs (FY 2018-2019, 2019-2020, 2020-21) in the below format.

S.No.	Activities Handled	Average volume handled in a day	Peak volume handled in a day
1	Printing of policy bond		
2	Printing of COI's		
3	Printing of non-policy documents		
4	Emails of Policy Documents		
5	Emails of Non Policy documents (with Bitly link/ attachment created by Participant and without Bitly Link /attachment)		

REQUEST FOR PROPOSAL (RFP) For
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6	SMS (with bitly link created by Participant / without Bitly link)		
7	Whatsapp messages (with bitly link / attachment created by Participant and without bitly link /attachment)		
8	Quality check activities		

- xx. References from existing clientele of life insurance companies with name and contact details.
- xxi. Letter from competent authority of participants on name, designation, contact details of the authorized person for communication.
- xxii. Specimen copy of the policy booklet/inland letters etc should be submitted as proof of concept.
- xxiii. Lead time required for taking over the printing activities.
- xxiv. 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. An undertaking in this regard must be given by the participants.
- xxv. All pages of the proposal except un-amended printed literature shall be initialled by the person(s) signing.

B. Commercial Proposal

- i. The commercial proposal is required to be submitted separately in a sealed envelope. Only one (1) hardcopy (original) of the commercial proposal needs to be provided. No other document should be submitted with the commercial proposal.
- ii. The commercial proposal should only contain the charges / Cost for the proposed outsourced activity. The Commercial Proposal must contain charges/Costs, in the prescribed format only. The commercial proposal format is provided in the Annexure to this RFP. Any deviation, modification or conditional or multiple submissions may result in disqualification of the participants. Final decision in this regard will rest with SBI Life.
- iii. The cost should be quoted in Indian Rupees only and should be exclusive of applicable Goods and Services taxes. Relative cost, cost as a percentage to some other factor is not acceptable in the commercial format.
- iv. Tax Deduction at Source (TDS) in India, as applicable, will be deducted by SBI Life.

C. Other Conditions -

REQUEST FOR PROPOSAL (RFP) For
Outsourcing of End to End Printing activity of Policy & Non-Policy Documents

- i. The last date for receipt of technical as well as commercial proposal in our premises is 08-Dec-2021. Both 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 -

Executive Vice President -
New Business, Underwriting, Claims(F&RM)
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)

- ii. If proposals are submitted through couriers/Speed Post, then it should be informed well in advance (at least three working days) to SBI Life coordinators along with POD details. Such proposals also should reach SBI Life premises before the cut off date and time. SBI Life will not be responsible for any delay due to courier services.
- iii. The proposal received through fax, email or any other electronic media shall not be considered.
- iv. 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.
- v. 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 or modify or cancel the RFP process at any stage without assigning any reason thereof. No communication in any form shall be entertained in this regard.
- vi. SBI Life reserves the right to disqualify the participants 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 participants or at any time thereafter.

- vii. The participants 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.
- viii. There will not be any minimum volume commitment. SBI Life reserves the right to negotiate/re-negotiate the prices with the shortlisted participants.
- ix. The charges proposed by the participants 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).
- x. In case the technical or commercial proposal is incomplete in any respect, SBI Life reserves the right to reject such proposals summarily. Any modification in Commercial Proposal post submission will lead to rejection of the proposal.
- xi. 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.
- xii. Bids submitted in consortium shall be rejected.
- xiii. The documents submitted in response to the RFP shall remain with SBI Life and shall not be returned to the Participants.

6. Clarification

SBI Life will conduct scope-discussion session “Pre-Bid Meeting” 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. Queries received post cut off time may not be considered.

SBI Life shall provide the clarifications to the queries raised by participants on in the pre-bid meeting. The pre-bid meeting will be held at below address – (through VC)

***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 Participants, who will be attending the session as scheduled above, along with an authorization letter signed by the Competent Authority of participants. 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 participants 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 participants. 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 participants 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 09-Dec-2021. Representatives of the participants, may at their convenience, witness the bid opening process. Technical proposals will be opened in presence of bidders. They may attend this event virtually through VC also.

8. Evaluation approach

Participants will be evaluated exclusively for specific scopes, however the participants covering all the scopes will be preferred. The participation in the scopes A, B and C is mandatory. Based on the proposals submitted and initial evaluation of the technical proposals, participants will be required to present to SBI Life officials, the proposed solution, discuss related implementation approach & methodologies, and introduce a 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 participants response to this RFP. SBI Life shall not be under any obligation to bear any part of the expenses incurred by the participants 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 participants during the course of technical and commercial evaluation. The schedule for site visit, if required, will be intimated separately. Participants 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

Only those participants who qualify in technical evaluation will qualify for commercial evaluation. And their commercial proposals will be opened in presence of their authorized signatories / representatives. Participants can join the event through VC. These representatives will be required to sign in a register / document evidencing their presence or by accepting the formal invitation for a virtual meeting for this purpose. . The schedule for opening of commercial proposals will be intimated separately to the shortlisted participants.

10. Evaluation criteria

The basis of evaluation will be on techno-commercial criteria for mentioned scope. The weightage of the technical-commercial evaluation will be 60:40 ratio. 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 participants. Only those Participants 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.

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 participants will not be allowed to withdraw the proposals.

11.2 Material Alterations & Ambiguous Information

The participants 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. Commercial bids are to be given in the prescribed format alone. Any alteration, or modification may lead to disqualification of the bid The decision of SBI Life is final and binding.

11.3 Confidentiality & Non-Disclosure

The participants 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 – III. The participants 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

- a. SBI Life reserves its right to empanel one or more than one participant for the scope of activity/activities proposed. Deployment of services in terms of quantum, location and scope will be the sole prerogative of SBI Life.
- b. Upon empanelment, selected participants 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)
- c. Service charges approved by SBI Life through this RFP for the activities covered under scope shall remain frozen during the term of contract.
- d. Empaneled participants 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 empaneled participants shall be required to submit the details of all safeguards in place at its facility before commencement of the proposed activity.
- e. The empaneled 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)
- f. The SLA between SBI Life & empaneled participants will have these security controls & liabilities of the empaneled participants for violation of SBI Life IT & IS policy, standards & procedures.
- g. 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.
- h. 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.

- i. The performance of empanelled participants 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 participants.

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 participants 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 scope will be communicated in writing at the address supplied by the participants in the RFP response. Any change of address of the participants, should therefore be promptly notified in writing to SBI Life.

11.6 Signing of Contract

The selected participants 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 participants offer document with all its enclosures and will include the following documents:

The participants 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 participants shall be governed by a detailed SLA, which will be finalized at the time of execution of the contract. The selected participants 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 participants 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: Participants 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.

11.8 Proforma Agreement and SLA are attached for reference and adherence. IT & IS Guidelines

Participants should adhere to Information Technology & Information Security guidelines as described in Annexure V and should sign on all pages of this annexure.

11.9 Right of Verification

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

11.10 Indemnity

The participants 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 participants.

The participants 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 participants 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 participants shall be fully responsible therefore, including all expenses and court and legal fees.

The participants 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 participants of any or all national/international trade laws, norms, standards, procedures, etc.

Further, the participants 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 participants in respect of hardware, hardware components, system software, etc. supplied.

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 participants.

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 participants shall be typed or printed in a clear typeface. An accompanying letter is required Annexure - V, signed

by an authorized signatory of the participants, committing the participants to the contents of the original response. All pages in the bid should be authenticated by a duly authorized signatory of the participants under seal.

11.14 Participants indication of Authorization to Bid

Responses submitted by participants to this RFP represent a firm offer to contract on the terms and conditions described in the participants response. The proposal must be signed by an official authorized to commit the participants 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 participants carefully prepare the proposal and answers questionnaire completely. The quality of the participants proposal will be viewed as an indicator of the participants capability to provide the solution and participants interest in the project. The participants are 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 Participants under seal.

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 Participants 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 participants 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.

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 participants 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 participants.

11.23 Solicitation of Employees

Participants 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 participants, 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 participants. 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 participants 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 participants 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.

11.27 Condition of Acceptance

The selected participants 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 participants. In such an eventuality, SBI Life will be free to engage any other participants.

12. Annexure – I - Technical Proposal Format

Cover Page

Information required on cover page:

RFP reference number: RFP – SBI LIFE/OPS/NB/2021-2022/01

Name of Participants(s) : <Name>

Type of document: Technical Proposal

Scope applied for:

Table of Contents Page - Index

Contents/Documents to be submitted in response to RFP

TECHNICAL PROPOSAL

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Chapter 4 | Technical Feasibility

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

Chapter 6 | BCP and DR

Chapter 7 | Other relevant information and supporting documents

Chapter 8 | Letter from Highest Authority

Chapter 9 | Technical Overview Document

Chapter 10 | Non-Disclosure Agreement

Chapter 11 | Offer Letter and Compliance Certificate

Chapter 12 | Mandatory 'Information Security Requirements' Criteria

Enclosures

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 2018-19, 2019-20 and 2020-21) 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 clienteles 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

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, especially in case of pandemic lockdown exercised by government or any other such scenarios.

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.

**13. Annexure – II - Commercial Proposal Format
Cover Page**

Information required on cover page:

RFP reference number: RFP – SBI LIFE/OPS/NB/2021-2022/01

Name of Participants(s) : <Name>

Type of document: Commercial Proposal

Commercials submitted for:

Annexure II-A

Commercial quote for outsourcing of End to End Printing Activity of Policy/Non-Policy Documents

Name of the Company :
Name and designation of the Signatory :

Sr No	Activity	Unit	Rates In Rs.
1	Printing		
1.1	Printing on A3 Sheets	Per A3 Sheet with 2 images per sheet	
1.2	Printing on A4 Sheets	Per Image	
1.3	Booklet Preparation Stuffing, insertions and dispatch processing, including franking charges, if any	Per Policy	
1.4	Stuffing, insertions and dispatch processing, including franking charges, if any for non-policy correspondences	Per Communication	
1.5	Printing of sticker Label with address (with label cost)	Per Label	
1.6	Printing of Go Green leaflets back to back (4+4 color on 100gsm art paper, 8.50" * 12.00")	Per Leaflet	
1.7	A4 Stationary with 4 Colour pre-printing front/back +Duplex variable data printing +Inland making charges, 70gsm	Per Inland Letter	

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1.8	Color Printing Impression for Combo Envelope	Per page	
2	Stationary		
2.1	A4 Policy sheet with SBI Life logo -90gsm	Per Sheet	
2.2	A3 Policy sheet with SBI Life logo and watermark-90 gsm	Per Sheet	
2.3	A4 Plain Paper 80gsm	Per Sheet	
2.4	Window envelope (242mm * 113 mm) with SBI Life logo and address-80 gsm (envelop for single policy and combo policies upto 6 policies)	Per Envelope	
2.5	Four Colour Policy Cover/Jacket/Folder-170gsm	Per Cover	
2.6	Four Colour Policy envelope with Window (laminated) -130 gsm for COI	Per COI Envelope	
2.7	Four Colour Policy envelope with Window (laminated) -170 gsm for Policy document	Per Envelope	
2.8	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 White, inside 170 gsm art paper - Process : four color offset printing, cover one side vanish, binding	Per Booklet	
2.9	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	
2.10	Box for Rexine Jacket -Size: 22.75" (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	
2.11	Letter Heads - Size : A4 -Paper : 100gsm, Alabaster -Process : Four color offset printing	Per Letter Head	
3	Quality check		
3.1	Pre-Printing Quality check (around 100 fields)	Per Policy	

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3.2	Pre-Printing Quality check (around 200 fields)	Per Policy	
4	Handling of Communication		
4.1	Via letter	Per letter	
4.2	Via sms (without bitly link /with Bitly Link created by Participant/)	Per sms	
4.3	Via email (without bitly link/attachment and with attachment / bitly link created by participant)	Per email	
4.4	Via Whatsapp (without bitly link/ attachment and with bitly link/attachment created by participant)	Per message	
5	Undelivered Policy Document Management		
5.1	Handling of Undelivered Policy document- Success delivery (With calling)	Per Policy	
5.2	Handling of Undelivered Policy document- Success delivery (Without calling)	Per Policy	
6	Recording delivery details of policy/ COI		
6.1	Providing PDF of proof of delivery	Per Policy/ COI	
7	Dispatch through Private Courier		
7.1	Local (within City)	Per Policy	
7.2	Outstation (Within State)	Per Policy	
7.3	Rest of India (ROI)		
7.4	Special Area Like (J&K, North East State & Etc)		
8	Allied Activities		
8.1	Image Quality and Indexing Checking (including CKYC)	Per Image	
8.2	Conversion to searchable PDF	Per PDF	
9	Need based software customization	Per man day	
10	PDF Generation for specific requirements	Per PDF	

Note to Annexure II-A

- i. Charges should be quoted in Indian Rupees only and should be exclusive of applicable taxes.
- ii. SBI Life shall deduct the TDS as applicable.
- iii. There shall be no minimum volume guarantee for any activity.
- iv. Time to time number of fields/pages may increase/decrease.

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- v. The responsibility and cost of logistics for completing the above activities will be borne by the participants
- vi. Commercial quote has to be given only in above format in manner specified in the document in terms of activities and rates. Any modification, deviation or conditional submission will result in rejection of quote.
- vii. All pages of commercial quote should be signed by the authorized representative of the participant.
- viii.** The quotes should not be handwritten. It should be duly printed. Any overwriting, cutting or correction will lead to rejection of quote.

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 Twenty One, 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

- i. to hold all Confidential Information received from the Second party in confidence from date of the receipt of the Information. The First party will use such Information only for the purpose of responding to the RFP.
- ii. 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.
- iii. 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.
- iv. 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.
- v. 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 :
Authorized 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.

15. Annexure – IV - Offer Letter and Compliance Certificate

Date:

To,

Executive Vice President -

New Business, Underwriting, Claims(F&RM)

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 End to End 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.

7. We or our group entity and related parties do not have any insurance intermediary license and that none of our Directors have any insurance agency. None of our directors will ever 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.

Yours faithfully,

Authorised Signatory

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Company Stamp

Date:

Place:

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 participants 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 participants 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 participants through their empaneled 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 participants shall detail security requirements in compliance with SBI Life Security Policies and supporting Standards & Procedures and the selected participants shall demonstrate compliance with such requirements.

A. INFORMATION SECURITY

- i. The Service Provider shall adhere to, Information Technology Act 2000, its amendments and rules published by Government of India and applicable

sections of IRDAI Information & Cyber Security Guidelines, its amendments & future amendments and Data privacy governance/advisory/laws issued by government of India from time to time. The Service Provider shall ensure that they have information security capability in place to implement the provisions of SBI Life's information security requirements and protection of intellectual property.

- ii. Application and/or application components shall be designed in three tier architecture namely Presentation / Client Tier, Business Logic / Middle tier and Data tier, wherein presentation / client tier should not directly communicate with data tier, must pass through business logic / middle tier. Application user interface should reside at 1st tier. Application server which performs the entire processing job, as per business logic should reside at 2nd tier. Database server should come at 3rd tier. All these three tiers should be placed in separate network zones.
- iii. Service Receiver/ SBI Life may update from time to time, security related policies, guidelines, standards and requirements. Service Receiver/ SBI Life will incorporate such updates by reference which shall be notified in writing by Service Receiver/ SBI Life to the Service Provider promptly. The Service Provider is deemed to accept all the updates.
- iv. The Service Provider shall have documented policies and procedures to discharge the security requirements detailed within the Agreement.
- v. Service Provider's Project In-Charge shall report the information security incidents to Client in a pre-defined format on an annual basis.
- vi. Roles and responsibilities of Service Providers' contractors, employees and third-party users shall be documented as they relate to information assets and security.
- vii. Service Provider shall follow Secure Coding guidelines of Service Receiver/ SBIL and the application shall be compliant with OWASP as well as other secure coding practices (e.g. SANS), in case of any development of application functionality
- viii. Service Provider shall ensure background check on its employees as per Service Provider's HR policy, except for credit check. Level of background checks should meet the sensitivity of information associated with the employees.
- ix. Policies and procedures shall be established, and mechanism implemented for vulnerability and patch management, ensuring that the application is evaluated and security patches are applied in a timely manner taking a risk-based approach for prioritizing critical patches. In case of any vulnerabilities detected during the security review, Service Provider's shall close all high the vulnerabilities within one day and medium and low other vulnerabilities within one month without any additional commercials. Failure to close the vulnerabilities within the timeline shall attract penalty.
- x. Access to application, program or object source code shall be restricted to authorized personnel on a need to know basis. Records shall be maintained regarding the individual granted access, reason for access and version of source code exposed.

- xi. The connectivity between Service Provider's and Service Receiver/ SBI Life shall be encrypted and data/code/application upgrade transfer shall be via secure methods only. Service Provider's should agree to all the guidelines mentioned in Service Receiver/ SBI Life's Information security requirement for third-party document and should be signed by authorized signatory of Service Provider's.
- xii. Service Provider shall ensure any personnel assigned for carrying out activities under this agreement is subjected to background checks in accordance with the provisions in Service Providers' pre-employment policy or procedure. Detailed report of such background checks shall be submitted to Client as and when requested.
- xiii. Service Receiver's/ SBI Life's reserves right to audit Service Provider's(s) processes/departments handling critical data/providing critical services including application development process to measure the effectiveness of the security controls implemented and to ensure that Service Provider is compliant with policies, procedures, standards and applicable regulatory requirements. This will not include Service Provider's server audit as the application is hosted on Service Receiver/ SBIL's server.
- xiv. Service Provider may be asked to submit documentation regarding the resolution of audit disclosed deficiencies and inspection of their processing facilities and operating practices.
- xv. Service Provider shall be ISO Certified for the designated line of business e.g. ISO 27001 /ISO 22301 preferably etc. If Service Provider's is not certified, then they should adhere to the requirement of these aforesaid standards.
- xvi. Service Provider shall sign a confidentiality agreement with its employees providing services to Service Receiver/ SBI Life. Service Provider's shall provide a letter of undertaking to Service Receiver/ SBI Life, upon request, as adherence to secure usage and handling of information by its employees.
- xvii. Service Provider shall ensure that the assigned personnel of the outsourced service be fully aware of the Service Receiver's/ SBI Life's information security requirements through appropriate mechanism including training
- xviii. The information security responsibilities of Service Provider's employees working for Service Receiver/ SBI Life shall be defined by the Service Provider. Service Provider shall ensure that all information security requirements in the Agreement are communicated, including in writing, to all its employees in relation to their role.
- xix. Service Provider shall record and maintain detailed information of all Contract Personnel who are authorized to access Service Receiver's/ SBI Life's Systems or Information.
- xx. Information system documentation (e.g., administrator and user guides, architecture diagrams, etc.) shall be made available to designated SBI Life personnel to ensure the following:
 - Configuring, installing, and operating the information system
- xxi. Service Provider's shall identify and document the risk in delivering the services. Service Provider's shall identify the methodology to monitor and

- prevent the risk, and shall also document the steps taken to manage the impact of the risks.
- xxii. Independent security assessments shall be performed for the application(s) and related infrastructure components (collectively referred as 'Information Processing Facility') used for processing SBI Life information/data through a Cert-In empaneled Information Security Service provider at planned intervals, at least annually by the service provider. The service provider shall submit periodic (annually/bi-annually) integrity & compliance statements of information processing facility used for accessing/processing data, providing for reasonable level of assurance that the setup is free of malware & viruses, free of any obvious bugs, free of any covert channels in the code and free of any known vulnerabilities.
- xxiii. Mechanism shall be implemented by the service provider for vulnerability and threat management, ensuring that application, system, and network device vulnerabilities are evaluated, and product vendor-supplied security patches applied in a timely manner taking a risk-based approach for prioritizing critical patches. SBI Life may ask service provider for submission of security review reports (VA, PT, Application Security, Configuration Review, Network Security Review etc.) on a half yearly basis or from time to time. In case of any vulnerabilities detected during the security review, service provider shall report and close the high-risk vulnerabilities within one day or as per mutually agreed timelines and close other vulnerabilities within one month.
- xxiv. The Service provider shall provide all required support to Service Receiver/ SBI Life's IT department officials for integration of its deliverables with the Service Receiver/ SBI Life application.
- xxv. The Service Provider should have defined Business Continuity Management procedures in place for effective handling services in situations of any incident disrupting the business including:
- a. Business recovery time frames for supporting services should meet Service Receiver/ SBI Life's business requirements.
 - b. Service Provider's should have proper updating of the procedures in regular interval.
- xxvi. Vendors of SBI Life at Corporate office– Natraj and CPC – Seawoods wherein vendor services includes handling of Sensitive/Personally Identifiable Information (PII) data of customer / employees and critical business data / information has to implement Data/Information Rights Management (Seclore-DRM). This IT security technology is used to protect the documents, spreadsheets etc. from unauthorized copying, viewing, printing, forwarding, deleting or editing.
- xxvii. SBIL IT will get the Data Flow Diagram (DFD) prepared through DRM solution provider who will be implementing DRM in consultation with Business vendors. Once DFD is approved, feasibility study will be conducted at vendor place. If it is feasible to implement DRM at vendor place, post the go ahead from the Risk Management & IT team, implementation of DRM will be done. If there are any changes in the process of the data flow or change in vendor or

discontinuation of the vendor, the same has to inform to Risk Management and SBIL IT.

- xxviii. As a part of pre-engagement due diligence, or in case of any change services by the Service Provider and as a part of yearly activity, the selected participant needs to undergo 'Third Party Security Control Checklist' of SBI Life. This checklist shall be validated through a CERT-In empaneled information security service provider appointed by the bidder for each time and the report of same needs to be submitted to SBI Life without any additional commercials. SBI Life shall reserve the right to verify this validation report and ask for additional evidences, if any, or visit the site to verify the controls.

B. RIGHT TO AUDIT

- i. IRDAI, Cert-in/Cert-fin and other law enforcement agencies shall have right to audit to access Data and its log. The Service Provider, including its sub-contracting parties, shall provide the necessary co-operation to these authorities.
- ii. Service Receiver/ SBI Life reserves rights for auditing the Service Provider as per the scope of agreement. The audit can be taken up by Service Receiver/ SBI Life Information Security Team, Internal Audit Team or by another independent auditor appointed by Service Receiver/ SBI Life as per such requirement, if any during the project period. If the compliance score of suppliers in the audit is found less than 90%, then Service Receiver/ SBI Life may terminate this Agreement if supplier fails to rectify or implement requisite compliance within mutually agreed period. The high-risk vulnerabilities shall be closed within one day without any additional commercial levied to Service Receiver/ SBI Life. Failure to close the vulnerabilities within the timeline shall attract penalty.
- iii. Service Receiver/ SBI Life reserves right to monitor activities of the Service Provider in connection with this Agreement. The Service Provider is required to furnish the relevant reports and logs to facilitate the monitoring and reporting of activities carried out.
- iv. Service Provider shall take all necessary measures to mitigate the risk(s) involved with non-compliance areas observed during such audits within 30 days from it is being reported to them.
- v. Service Provider may be asked to submit documentation regarding the resolution of audit disclosed deficiencies and inspection of their processing facilities and operating practices.

C. DATA SECURITY CLAUSES

- i. All data shall be designated with ownership with assigned responsibilities defined, documented and communicated. Data, and objects containing data, shall be assigned a classification based on data type, jurisdiction of origin, jurisdiction domiciled, context, legal constraints, contractual constraints, value,

- sensitivity, criticality to the organization and third-party obligation for retention and prevention of unauthorized disclosure or misuse.
- ii. Data servers and Data to be hosted in India only. Privacy By Design to be implemented & Data Protection Impact Assessments to be carried out periodically.
 - iii. Service Provider shall establish policies & procedures, and implement mechanisms for encrypting sensitive data in storage (e.g., file servers, databases, and end-user workstations), data in transmission (e.g., system interfaces, over public networks, and electronic messaging) and secure disposal & complete removal of data from all storage media, ensuring data is not recoverable by any computer forensic means.
 - iv. Service Provider shall ensure that appropriate technology measures are in place to protect the storage and exchange of information. Supplier shall implement data privacy for all the business-critical data while at rest as well as during transit. Strong encryption algorithms like, AES-256 shall be used and key exchange shall happen in a secure manner during data transmission.
 - v. Service Provider shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.
 - vi. Security mechanisms shall be 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. Service Provider shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.
 - vii. Risk assessments associated with data governance requirements shall be conducted at planned intervals considering the following:
 - i. Awareness of where sensitive data is stored and transmitted across applications, databases, servers and network infrastructure,
 - ii. Compliance with defined retention periods and end-of-life disposal requirements,
 - iii. Data classification and protection from unauthorized use, access, loss, destruction, and falsification.
 - viii. If Service Provider adopts multi-tenancy and data commingling architectures, Service Receiver/ SBI Life Mandates Supplier to isolate its data from other customers' data, at the least, through logical separation at schema level for Service Receiver/ SBI Life related information database.
 - ix. In case of data hosted on cloud, then the same shall be hosted on servers located only within India and ensure compliance with applicable Indian regulatory circulars, guidelines issued from IRDAI. Supplier shall ensure that the cloud service provider shall not host any SBI Life data outside India under any circumstance.
 - x. Operating systems, Web servers, Database etc. used for processing SBI Life information shall be hardened in line with CIS (Center for Internet Security) Benchmarks and configuration review of these systems shall be performed at least yearly

- xi. Service Provider shall implement data backup and destruction procedures to protect critical information (as applicable) on a regular basis. Periodic checking shall be performed to give assurance on the reliability of media that holds the information.
- xii. 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 application is hosted, and the database shall be available only in India.

Sample Policy template:



1B_Smart Income
Protect_Policy Bookle

Sample COI



COI Sample (2).zip

Proforma Agreement and SLA



Proforma
Agreement.pdf



Proforma SLA.pdf

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.

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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****