

**REQUEST FOR PROPOSAL (RFP)**  
**For**  
**Intelligent Document Processing Solution & Services**

**RFP No. SBILIFE/OPS/Projects/2022-23/01**



**SBI Life Insurance Co. Ltd.**

SBI Life Insurance Company Limited invites bids for **Intelligent Document Processing Solution & Services**. The detailed scope is mentioned in the RFP document.

**Confidentiality** – All information included in this RFP and contained in any subsequent communications is confidential and only for the recipient's knowledge. No information included in this document or any subsequent communications 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 [www.sbilife.co.in](http://www.sbilife.co.in)

## Request for Proposal (RFP) Intelligent Document Processing Solutions & Services

### KEY - INFORMATION

Particulars	Details
RFP Number	RFP No. SBILIFE/OPS/Projects/2022-23/01
RFP Title	REQUEST FOR PROPOSAL for Intelligent Document Processing (IDP) Solutions & Services
Date of Publishing the RFP on SBI Life Website <a href="http://www.sbilife.co.in">www.sbilife.co.in</a>	29/07/2022
Last Date for submission of NDA (Annexure – IV)	08/08/2022 15:00 Hrs (IST) Executed on a Rs. 200/- Stamp paper and sent as a soft copy by email to <a href="mailto:Operations.Solutions@sbilife.co.in">Operations.Solutions@sbilife.co.in</a>
Last Date for submission of Pre-Bid Query	11/08/2022 by 18.00 Hrs. (IST) (queries must be mailed to <a href="mailto:Operations.Solutions@sbilife.co.in">Operations.Solutions@sbilife.co.in</a> only) Please mention the tender reference in Subject Line. Queries sent on any other mail-Id and after scheduled time and date shall not be considered.
Date & time of Pre-Bid Meeting	19/08/2022 10.30 Hrs. (IST)
Last date for submission of Technical Proposals by email	26/08/2022 16.00 Hrs. (IST)
Date and Time of Opening of Technical Proposals online	26/08/2022 17.00 Hrs. (IST)
POC & Technical Presentation	Bidders fulfilling the eligibility criteria shall be requested to make the technical presentation and POC  Between 05/09/2022 and 09/09/2022 (Time shall be notified)
Intimation to qualified bidders for submitting commercial proposals by email	Bidders shortlisted post the technical evaluation only shall be requested to submit the Commercial Proposals  12/09/2022
Last date for submission of commercial proposals by email	19/09/2022 15:00 Hrs (IST)
Date and Time of opening of Commercial Bids online	Will be notified separately to qualifying bidders
Place of Opening of Bids	<b>Online</b> – Meeting links will be shared

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

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## 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 952 offices, 18,515 employees, a large and productive individual agent network of about 146,057 agents, 50 corporate agents, a widespread bancassurance network of 14 partners, more than 29,000 partner branches, 114 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.

In 2021-22, the Company touched over 2 lakh direct beneficiaries through various CSR interventions.

Listed on the Bombay Stock Exchange ('BSE') and the National Stock Exchange ('NSE'), the company has an authorized capital of Rs. 20.0 billion and a paid up capital of Rs. 10.0 billion. The AuM is Rs. 2,674.1 billion.

For more information, please visit our website-[www.sbilife.co.in](http://www.sbilife.co.in) and connect with us on Facebook, Twitter, YouTube, Instagram, and LinkedIn.

(Numbers & data mentioned above are for the year ended March 31, 2022)

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## 2. Description of Proposal

SBI Life is releasing this Request for Proposal to vendors who provide Intelligent document processing (IDP) solutions.

This RFP is an invitation to market players of repute with a proven capability to run large-sized engagements and having experience, expertise and the requisite licenses and permissions for providing end-to-end Artificial Intelligence / Machine Learning based solutions for intelligent document processing and intelligent automation

Currently seeking information from the marketplace on off-the-shelf solutions already deployed for clients in India and particularly in the BFSI sector.

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

## 3. Overview

Currently over 10 million documents are captured through its many workflow applications – both mobile & web applications - including customer self-service platforms which are indexed and stored in its inhouse document management system.

These documents are identified, indexed / tagged and data contained in the documents is captured in the transaction processing systems manually. Some third-party solutions are currently used for preliminary document classification and extraction of basic details from KYC documents mostly in the mobile applications and for identification, tagging / indexing of Aadhaar card images and for masking of Aadhaar numbers on the Aadhar card images as well as in all other documents as a bulk process running in batches.

We seek to deploy an intelligent document processing solution (also known as “IDP”) which can involve different technologies as optical character recognition (also known as “OCR”), Intelligent Character Recognition (also known as “ICR”), artificial intelligence (also known as “AI”), Machine Learning (also known as “ML”) and Natural Language Processing (also known as “NLP”) in order to

- (a) convert physical documents to editable digital versions and
- (b) automate the processing of data contained in documents by aiding
  - classification
  - extraction of information and capture required data, at the end of the different validations, in a structured and simple manner into SBI Life databases or online systems through necessary integrations
  - interpretation of documents & data (understanding what the document is about, what information it contains)

It is required that the solution provides a high level of accuracy using AI technologies like ML and NLP models and techniques.

The intent of this RFP is to acquire the following two solutions which are fully integrated, AI/ML based and which provide a seamless experience to the end users

This solution should provide the capabilities listed in section 4 “Requirements & Detailed Project Scope” and constitutes of two parts/solutions. Participants may offer to provide either or both of the solutions.

**(A) Intelligent Document Processing** - Document classification & Data Extraction

**(B) Medical Document Digitization & Analytics** - Medical document classification, data extraction, digitization and Analytics in the context of Life Insurance Underwriting and Claims Processing

Solutions must provide the following broad capabilities with regard to their respective scope.

**Document Ingestion** – Documents of different formats and types of sources and using multiple methods

**Document Pre-processing** – Correcting the document images to enhance their readability and quality and accuracy of output

**Document Classification** - We require the capability to do document classification, separation of compound documents and indexing/tagging based on document type.

**Document data extraction** – Full data extraction from Structured, semi-structured and unstructured documents and tagging & indexing of named and custom entities of interest as configured, using machine learning models and NLP/NLU and other tools.

**Data Validation** – Validate data against various internal / external databases and present in a manner required with confidence scores

**Workflow** – The solution must have an easy to use web-based workflow with task queues and rights management capabilities for exception handling by humans and be capable of interrogating/updating external database tables

**Integration** – Be capable of being integration with various upstream and downstream applications of SBI Life

**Reporting & Insights** – Provide dashboards to view performance against business user-based metrics

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#### 4. Requirements & Detailed Project Scope

Vendor shall be responsible for the customization, deployment, production monitoring, change management of the solutions including Intelligent Document Processing and professional services for QC & Human-In-Loop Validation.

Two solutions are sought and the requirements as two parts – A & B. Common

##### 4.1. Solution Capabilities

**(A) Intelligent Document Processing** (*Requirements from A.1 to A.10 are mandatory while those listed in section A.11 are good to have features*)

###### A.1. Document Capture / Ingestion

- Support Multiple sources
  - Import from workflows and line-of-business systems, DMS or Cloud Storage
  - APIs to support import of documents to the software
- Support Structured, Semi-structured and Unstructured documents
- Support Multiple document types
  - PDF
  - Images (all major file formats including multipage tiff)
  - Handwritten forms
  - scanned documents
- Support capture or upload of multiple documents at once as a compressed archive for ex. zip.

###### A.2. Image Pre-Processing

- Support pre-processing pipelines to attempt corrections for adverse document conditions
  - Boundary detection
  - Orientation correction
  - Document quality improvements (blur, Contrast, noise reduction etc)
- Support integration with external third-party solutions if required

###### A.3. Classification & Indexing

- Support multiple methods
  - Image-based
  - Content-based
  - Rule-based

- 
- Support Structured, semi-structured, or unstructured document classification
  - Intelligent Separation and classification of documents
    - o Add context to pages
    - o Create separate files and index accordingly if more than one document is present in a PDF or multipage tiff
  - Must have Pre-trained data models for identification of the following common documents used in BFSI sector in India
    - a. KYC
      - i. Aadhaar
        - 1. Small / Smart Card
        - 2. Full Page format
        - 3. DigiLocker format
      - ii. Voter ID
      - iii. Passport
      - iv. Driving License
      - v. PAN Card
        - 1. Old & New Formats
        - 2. ePAN
        - 3. DigiLocker format
    - b. Bank Documents
      - i. Account Statements
      - ii. Bank Passbook
      - iii. Cheque Leaf
    - c. Income Documents
      - i. Income Tax Returns
      - ii. Computation of Income
      - iii. Form 16/16A
    - d. Invoices
      - i. Sales invoices

- Ability to quickly training and/or configure new & custom document types.

#### **A.4. Understand & Extract**

- Out of the box data models to extract data from the documents listed in section 4.1.3 above
- Support both Rule-based and Machine Learning Model or Learning-based Approaches
- Availability of proprietary ML Models trained with proprietary datasets of real-world documents would be preferred
- Model development and Calibration to be done by the vendor

- Should have ability to extract data and insights from different elements including
  - Tables
  - Read Barcodes
  - QR Codes
- Should have ICR capabilities to read and understand Handwriting

#### **A.5. Validation**

- Provide rule based and Domain Specific validation of data fields
- Support integration with Internal / External systems for data matching/ Validation - Connect to systems of record and other platforms to
  - confirm the accuracy of extracted data.
  - Modify and enrich the output of documents by automating the addition of valuable data from external systems
- Should Provide Confidence Scores
  - At field level
  - Support configurable accuracy rates at field level
- To support **Human-in-Loop** activity for resolving edge cases, making decisions on exceptions, escalation and approvals to enable seamless automation of complex processes. Use this feedback for training & finetuning the underlying machine learning algorithms / models.

#### **A.6. Face Identification**

- Solution must support Detection of Human Faces in KYC and other documents
- Solution must provide facial match algorithms for giving out a match score between two sets of human face images

#### **A.7. Delivery & Connectivity**

- Should support both individual case wise as well as bulk batch processing
- Support APIs to import documents to the software and to obtain the parsed output
- Support Webhooks to enable sending data to a pre-specified URL automatically or to Input structured data into target downstream systems

- 
- Support reading and uploading data directly to popular Cloud Storage solutions if needed
  - Connects to workflow apps, BPM, RPA, CRM and other applications on premises, on cloud or hybrid
  - Provide output in a format of choice
    - o File system
    - o DB
    - o XML / CSV/ Excel / JSON

**A.8. Workflow –**

Portal / Front end UI with Workflow & task queues for Human-in-Loop activity and to monitor job status for batch processing

- Intuitive and user-friendly UI (with contextual references to the source section on the page, adjustable OCR zoning etc) for making changes
- Workflow must support multiple users, provide ability to define user roles and support role-based access to specified documents.
- Maintain a log of changes made by Human Users for creating an audit trail
- Should support providing access and allowing login and processing over the internet and via a web browser by SBI Life team/s if needed

**A.9. Insights**

- Should provide granular & visual insights into operations, Machine Learning models, and human performance.
  - o Performance Tracking
  - o Operational Analytics

**A.10. Reporting**

- Should support real-time reporting
  - o All the MIS Reports & Logs to be made available on real time basis for documents processed & in the pipeline
  - o Integrating with third party reporting and Business Intelligence tools.

**A.11. Other Good to Have Features & Differentiators**

- (1) Pretrained off-the-shelf solutions for Life / Health Insurance industry & models trained on industry-specific document training sets
- (2) Post processing with Natural Language Processing (NLP) and Domain specific Data dictionaries/lexicon and custom taxonomy
  - a. NLP & Named Entity recognition models
  - b. Ability to train for custom entity recognition
  - c. Domain optimization using

- i. Domain-Specific Language Processing,
  - ii. Weighted Topic Scoring
  - iii. Any other methods
- (3) Functionality to detect and match signatures
- (4) Availability of a native OCR engine
- (5) Ability to use alternative OCR/ICR engines / Services selectively and controlled programmatically (cloud based and otherwise)
- (6) Workflow
  - a. The solution must have an easy to use workflow designer and be capable of enquiring / updating external database tables
  - b. Support Access control & user management using LDAP
- (7) Feature for Redaction of personally identifiable information (PII) and sensitive data as per configuration. Out of the box support for Aadhaar number identification & Masking
- (8) Out of the box support / existing integrations for validations
  - a. Of KYC documents - PAN / Voter ID / Driving License / Passport
  - b. Bank Account verification through IMPS
- (9) Any support for special input types Graphs, Charts, Technical drawings etc
- (10) Support for language detection
- (11) Indian Language Support for OCR and/or ICR
- (12) Out of the box support for documents used in BFSI for ascertaining Income, credit underwriting and/or Compliance
  - a. Salary / Pay Slips
  - b. Balance Sheet
  - c. Tahsildar's certificate of Income
  - d. Land Records given in 7x12 form
  - e. Form 60
  - f. FATCA Declaration
  - g. Insurance Claim Related
    - i. Death Certificate
    - ii. Post Mortem report
    - iii. FIR
  - h. Hospital Records
    - i. Hospital Discharge Summary
    - ii. Hospital Medical Cause of Death Certificate
    - iii. Medical Prescriptions
    - iv. Medical Test Reports
  - i. Multiple invoice types
    - i. Timesheet invoices
    - ii. Debit or Credit note/memo
- (13) Out of the box ability to analyze the bank account statements to identify, tag and summarize different income and expense components

- 
- (14) Effectiveness in processing unstructured content, including handwritten content and signatures
  - (15) Ability to integrate with taxonomies/ontologies etc. for data enrichment
  - (16) Professional services and software capabilities

**(B) Medical Document Digitization & Analytics** *(Requirements from B.1 to B.10 are mandatory while those listed in section A.11 are good to have features)*

**B.1. Document Capture / Ingestion**

- Support Multiple sources
  - o Import from workflows and line-of-business systems, DMS or Cloud Storage
  - o APIs to support import of documents to the software
- Support Structured, Semi-structured and Unstructured documents
- Support Multiple document types
  - PDF
  - Images (all major file formats including multipage tiff)
  - Handwritten forms
  - scanned documents

**B.2. Image Pre-Processing**

- Support pre-processing pipelines to attempt corrections for adverse document conditions like
  - o Boundary detection
  - o Orientation correction
  - o Document quality improvements (blur, Contrast, noise reduction etc)
- **Be able to integrate with external solutions**

**B.3. Classification & Indexing**

- Support multiple methods
  - o Image-based
  - o Content-based
  - o Rule-based
- Support Structured, semi-structured, or unstructured document classification
- Intelligent Separation and classification of documents
  - o Add context to pages
  - o Create separate files and index accordingly if more than one document is present in a PDF or multipage tiff
- Must have Pre-trained data models for identification of the following documents out-of-the-box
  - i. KYC (Aadhaar, Voter ID, Passport, Driving License, PAN)
  - ii. Reports for Laboratory tests
  - iii. Reports for Radiological & Sonography tests

1. X Ray
2. MRI
3. USG
- iv. Reports for Cardiology tests
  1. ECG
  2. TMT
  3. 2D Echo
- v. Treatment Records
  1. Medical Prescriptions
  2. Hospital Discharge / Treatment Summary
  3. Medical Cause of Death Certificate
- vi. Physical examination Reports / Medical Examination Reports used for Life / Health Insurance in India

- Ability to quickly training and/or configure new & custom document types.

#### **B.4. Understand & Extract**

- Support both Rule-based and Machine Learning Model or Learning-based Approaches
- Must have pretrained NLP/ML Models for Medical Named Entity Recognition and understanding health data from medical texts.
- The ability to recognize the following entities and intelligent extraction of data points specified below from the respective medical documents must be available out of the box
  - From All medical Reports
    - Hospital / Diagnostic Center Name
    - Sample Collection & Report Dates
    - Patient Name
  - From Lab Test Reports
    - Recognize alternate names and/or abbreviations for tests and collate values against standard test names
    - Convert test values to standardized units specified for each test
    - Provide a reference to the source image or file (document name and page number) against each test value read
    - Provide a confidence score against all values read
  - From Radiological / Sonography / Cardiology Tests
    - Test result or doctor's Impression if recorded on the report
  - From Hospital Treatment papers & prescriptions - Out of the box support for recognition of the following entities and flag with standardized codes
    - Hospital Name & address
    - Patient Name & Address

- 
- Patient ID / Registration Number
  - Medical Conditions with ICD Code
  - Medical Procedures
  - Drugs & medicines
    - Name
    - Dosage
    - Frequency
  - From Physical Examination Report or MER as commonly known in Life Insurance
    - Date of examination
    - Responses against specific questions
    - Remarks from Physician against any questions answered adversely
  - Should have the ability to train for any additional custom entity recognition if required
  - Availability of models pre-trained with proprietary datasets of real-world documents in the context of Life / Health Insurance Underwriting and/or claims (indicative list as in section 4.1.3 above) is preferred
  - Model development and Calibration to be done by the vendor
  - Should have ability to extract data and insights from different elements including
    - Tables
    - Read Barcodes
    - QR Codes
  - Ability to detect Human Faces and Signatures
  - Should have ICR capabilities to read and understand Handwriting
  - Should Provide Confidence Scores
    - At field level
    - Support customizable accuracy rates at field level
  - To support **Human-in-Loop** activity for resolving edge cases, making decisions on exceptions, escalation and approvals to enable seamless automation of
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complex processes. Use this feedback for training & finetuning the underlying machine learning algorithms / models.

#### **B.5. Validation**

- Solution should have the ability to identify relationships among extracted health information through the use of appropriate ML Models
- Solution should be able to integrate with ontologies or other internal / external sources for data enrichment and to Look up, Summarize and organize the health information extracted
  - o From Medical Ontologies (for both diagnostic terms and Rx. For ex. ICD-10-CM, RxNorm)
  - o From Reinsurance database
  - o From Internal Underwriting database and/or rule engine
- Support integrations with other systems – Internal and external - during document processing to leverage external data for analysis of Pathological Test Values
  - o Flag values and/or medical reports which are out of range or inconsistent
    - As compared to the normal test range from the reports
    - As compared to a reinsurer range of values
    - As compared to an SBIL recommended range of values
    - Outlier values as compared to historical analysis
    - As compared with other related test values as defined
- Trend analysis and red flagging of Diagnostic Centers
  - o Identify & flag DCs with above par “standard” test rate
  - o Identify and flag test reports which have more than a defined threshold of values matching those in any other report from same DC or TPA
  - o Identify and flag test reports which have more than a defined threshold of values matching those in any other report under a proposal from same sourcing agent
  - o Based on inputs from Claim Management System of SBI Life
- Recognition of human faces and Signatures in documents and algorithms to give out a match score against a reference signature or face
- Provide a match score for two names preferably using fuzzy logic

#### **B.6. Delivery & Connectivity**

- Should support both individual case wise as well as bulk batch processing

- 
- Support APIs to import documents to the software and to obtain the parsed output
  - Support Webhooks to enable sending data to a pre-specified URL automatically or to Input structured data into target downstream systems
  - Support reading and uploading data directly to popular Cloud Storage solutions if needed
  - Connects to workflow apps, BPM, RPA, CRM and other applications on premises, on cloud or hybrid
  - Provide output in a format of choice
    - o File system
    - o DB
    - o XML / CSV/ Excel / JSON

**B.7. Workflow –**

Portal / Front end UI with Workflow & task queues for Human-in-Loop activity and to monitor job status for batch processing

- Intuitive and user-friendly UI (with contextual references to the source section on the page, adjustable OCR zoning etc) for making changes
- Workflow must support multiple users, provide ability to define user roles and support role-based access to specified documents.
- Maintain a log of changes made by Human Users for creating an audit trail
- Should support providing access and allowing login and processing over the internet and via a web browser by SBI Life team/s if needed

**B.8. Insights**

- Should provide granular & visual insights into operations, Machine Learning models, and human performance.
  - o Performance Tracking
  - o Operational Analytics

**B.9. Reporting**

- Should support real-time reporting
  - o All the MIS Reports & Logs to be made available on real time basis for documents processed & in the pipeline
  - o Integrating with third party reporting and Business Intelligence tools.

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#### **B.10. Other differentiating or Good to Have features**

- (1) Pre-trained data models for identification, classification and data extraction from Insurance Claims documents
  - a. Municipal Death Certificates
  - b. Post Mortem Reports
  - c. Police FIR
  - d. Hospital Bills
- (2) Availability of other solutions that provide Underwriting or Claim Recommendation combining output of
  - a. Analysis of Medical test values for consistency, correctness and genuineness as done by the solution
  - b. SBI Life's underwriting rule engine
  - c. SBI Life's Profile Based Risk score
  - d. Underwriting recommendation fetched from SBIL and Reinsurer database
- (3) Effectiveness in processing unstructured content, including handwritten content and signatures
- (4) Professional services and software capabilities
- (5) Availability of a native OCR engine
- (6) Ability to use alternative OCR/ICR engines / Services selectively and controlled programmatically (cloud based and otherwise)
- (7) Workflow
  - a. The solution must have an easy to use workflow designer and be capable of enquiring / updating external database tables
  - b. Support Access control & user management using LDAP

#### **4.2. Hosting Options**

Solutions shall be hosted on the cloud and the vendors shall be responsible for the infrastructure and management / maintenance of the solution deployed including the handling of data egress and ingress between SBI Life document management system and the CSP where the solution is hosted.

The solutions must comply with the information security requirements specified by SBI Life from time to time.

#### **4.3. System integration**

- Solution must support
  - integration of its front end with various systems and applications of SBI Life without the use of a client interface
  - Embedding its interface/s into other SBI Life applications via iFrame or any other popular alternative methods
- Solution must be compliant with all requirements as per annexure VII – Technical Requirements

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#### **4.4. Professional Services for QC and HITL (*Mandatory Requirement*)**

Bidders MUST be able to provide managed services for Quality Control and to handle the exceptions from the data extraction processes and assure a turnaround time of not more than 1 hour and an accuracy rate of at least 99.9%.

The human resources shall be deployed at the bidder's own premises and they should be able to scale the resources up / down to handle volume spikes and seasonality of transactions at a reasonable notice as mutually agreed

### **5. Technical Requirements (IT)**

Documents for processing will be accessed by Participant(s) either through secure FTP or through web services over internet or any other secured modes as spelt out.

With the selected Participant, SBI Life will share details of the secure ftp / secure web services and they will need to demonstrate readiness to get this process completed with due security assessment completion from SBI Life & Participant's information security within agreed project timelines from date of due formalization of the engagement.

Further requirements as per Annexure VII- Technical requirements should be mandatorily followed.

### **6. Information Security Requirement:**

The participant should adhere to the Mandatory 'Information Security Requirements' criteria as mentioned in Annexure-VI.

### **7. Other General Requirements:**

General Requirement will cover all the Scopes including their sub-scopes.

#### **7.1. Regulatory & Mandatory Requirements**

- I. Participant(s) should adhere to IRDAI regulations and guidelines and other applicable laws & regulations applicable from time to time (issued from time to time) including outsourcing policy of SBI Life.
- II. The participant(s) should conform to SBI Life's Information Security Policy for third party.
- III. It shall be the responsibility of the participant(s) to ensure that they possess necessary skills, expertise, manpower, infrastructure, licenses, authorities and approvals in case of any third-party patents, trademark, copyrights, and

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intellectual property rights. Any statutory or regulatory approvals and compliances thereof shall be the sole responsibility of the participant(s).

SBI Life shall not be a party to and shall not be made a party to any violation of any Laws / Regulations / Statutes / Intellectual Property Rights of whatsoever nature by the participant(s).

## **7.2. Manpower Requirements & Job Roles**

- I. The Vendor should execute NDA from each of its employee/agent and make available it to SBI Life Officials during the Audits.
- II. Single Point Contact for SBIL to coordinate for daily operations and other aspects.
- III. All the employee involved in this should have adequate training and expertise with the solution and possess the requisite skill sets as per best industry standards.

## **7.3. Other Service Requirements**

- I. SBI Life would, as a part of the regular reviews and audits carry out assessment of effectiveness of controls including surprise visits.

## **8. Eligibility Criteria**

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

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

1. Participant(s) must be –
  - a. Company Registered under the relevant provisions of the Companies Act, 2013, or
  - b. Limited Liability Partnerships registered under the relevant provisions of the Limited Liability Partnership Act, 2008, or
  - c. Cooperative Societies registered under the cooperative Societies Act, 1912 or
  - d. Partnership firms registered under the Indian Partnership Act, 1932
2. Participants must have at least 2 clients in the BFSI sector in **India** who are using their solution/s that are being proposed

Participant should be able to provide their references, contact details and the following details regarding the solution implemented for them

- i. Name & Address of the client
- ii. Nature of solution deployed

- 
- iii. Using the Solution Since
  - iv. Type of deployment (Cloud / On Prem / Hybrid)
  - v. Volume handled in the last one year
  - vi. If feasible a copy of the LOI / SOW or PO be provided with confidential information redacted.
- 3. Participants should not have been blacklisted by any bank/ Insurance Company/ BFSI Company/ any regulatory body etc., IRDAI, RBI, SEBI, etc. in the past 5 years.
  - 4. Should have adequate, sustainable, scalable and trained manpower with complete skill sets as per best industry standards.
  - 5. The Participant must adhere to the Information Technology & Information Security requirements for the activities that shall be carried out for SBI Life, as described in **Annexure VI**.
  - 6. The Participant should adhere to the Technical requirements as mentioned in the **Annexure VII**.

SBI Life also reserves their rights to alter the eligibility criteria if such an alteration is warranted

## **9. EVALUATION METHODOLOGIES**

The evaluation will be a four-stage process –

Stage 1 – Eligibility Evaluation

Stage 2 – Technical Evaluation

Stage 3 – Commercial Evaluation

Stage 4 – Techno-Commercial Evaluation

### **9.1. Eligibility Evaluation**

The evaluation will involve validating the credentials submitted in the format as prescribed.

Credentials without valid proof will be invalid and will not be considered for eligibility.

SBI Life reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the participants thereof.

Only those participants meeting the eligibility criteria will be considered for further stages of evaluation

The participants will be broadly evaluated on the below mentioned parameters. These are only indicative parameters and not the exhaustive list.

- i. No. of years of experience of the participant in providing IDP Solutions (scope A / B / Both or similar) and other allied solutions and services.
- ii. Participants providing IDP and similar services (as mentioned under Sections 3 & 4 of this document) especially to Indian BFSI companies
- iii. Demonstration of the participant to adhere to the processes and systems, ability to measure and report TAT and quality through presentation
- iv. Vendors possessing ISO 9001 and ISO 270001 certification
- v. Proven business continuity plan, disaster recovery plan and arrangements to provide uninterrupted services during unforeseen circumstances, disasters and calamities ... etc.

## 9.2. Technical Evaluation

The technical evaluation will constitute evaluation of the

- (i) participant responses to the technical bids submitted by them,
- (ii) the participants' proposed implementation methodology, project management methodology and facility management methodology,
- (iii) Interviews with references of existing clients provided by the participants and
- (iv) the performance of the solution during the POC done using a random set of documents as per the predefined scope & on specified parameters

Vendor is also required to arrange interactions of SBI Life officials with the client references shared by him.

The following criteria will be adopted for technical evaluation. Please note that these are only indicative parameters and not exhaustive.

Sr. No.	Category
1	Inputs provided against the RFP Questionnaire
2	Number of deployments, their size and scope
3	Solution capabilities & suitability
4	POC Results
5	Technical Presentation <ol style="list-style-type: none"> <li>i. Understanding of the Scope of Work</li> <li>ii. Demonstration of the company's capability, skills, technology set-up and proposed methodology</li> <li>iii. Exit Management Strategy</li> </ol>
6	Interaction with clients whose references are shared by the bidders
7	Solution design proposed and its scalability
8	Demonstrated capability to provide professional managed services for QC and Human in the loop activity

### 9.3. Commercial Evaluation

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

### 9.4. Techno-Commercial Evaluation

The basis of evaluation will be on techno-commercial criteria. Weightage of the technical: commercial evaluations will be on a 60:40 ratio. Participants should satisfy the basic eligibility criteria as mentioned in Section 9. Based on the bid submitted, technical evaluation would be done first to short list eligible participant(s). Only those Participant(s) who qualify in the technical evaluation will be considered for techno-commercial evaluation. The decision of SBI Life in this regard shall be final and binding.

## 10. Response to RFP

The participant(s) should submit technical proposal in response to this RFP through email only with softcopies of the technical proposal and supporting documents (password protected) to [operations.solution@sbilife.co.in](mailto:operations.solution@sbilife.co.in).

Participants can submit proposals for either Scope A alone, Scope B alone or for both of them.

When submitting proposals for both scope A and scope B, a separate technical proposal must be submitted for each part of the scope with its own set of supporting documents.

The subject of the email should be

- **“Technical Proposal for Intelligent Document Processing Solution – SCOPE A”** for proposals for scope A; and
- **“Technical Proposal for Intelligent Document Processing Solution – SCOPE B”** for proposals for scope B

The email should be sent with password protected files and the password has to be shared by email on the scheduled day of opening of the technical bids.

No other form of communication will be entertained.

### 10.1. Non-Disclosure Agreement (NDA)

Participants must submit an NDA as per annexure IV, executed on a Rs. 200 Stamp Paper and sent as a soft copy by email to [Operations.Solutions@sbilife.co.in](mailto:Operations.Solutions@sbilife.co.in) before the cut off time specified.

The detailed information security requirement checklists (Annexures VI-A, B, C, D, E & F) as mentioned in Annexure VI shall be shared by email on submission of the NDA.

Subject line of the mail should be “NDA - RFP for IDP- <<participant company name>>”

## 10.2. Technical Proposal

The Technical Proposal should contain information necessary to establish the credentials for the solution being offered by the participant(s).

The Technical proposal must contain information proposed in the prescribed format only. The technical proposal format is provided in **Annexure - I** to this RFP.

The proposal should clearly mention the Scope of Activities for which proposal is being submitted.

Requisite documentary evidence needs to be enclosed, wherever required.

Following information shall be included

- Brief Company overview.
- Directors/ Management details including ownership pattern, shareholding, whether a listed company etc.
- Business performance during last three completed years along with brief summary of audited financial results
- Details of industry awards, recognitions, affiliations and certifications, if any.
- Information on the industry exposure, projects executed.
- List of existing clienteles with overview of support provided on projects undertaken for them of similar nature and duration of such projects.
- References from clientele currently using the services defined in the Scope.
- Address of each of the existing operational facilities along with services carried out in respective locations and capacity.
- Name, designation and contact details of the authorized official from the participant(s).
- Details of ISO 9001, ISO 27001 & any other certifications pertaining to Operations & IT Security.
- Company Overview Format attached as **Annexure – III** duly filled up by the Participant. Attach additional sheets to Annexure – III if required.
- Details of the penalties imposed, if any, during the last five years by various legal, regulatory and Statutory Authorities for violation of or non-compliance with any regulations, statutes etc. of whatsoever description.
- Details of any penalties of whatsoever nature imposed on any of their Directors during the last 5 years and this statement should be signed by the CEO of the Company or by any Director of the Board duly authorized in this behalf.

- Details of any criminal proceedings that are pending and/or initiated during the last 5 years against the organization or against any of its Key Management Personnel and their outcome, if any. A certificate has to be furnished even if there are no penalties imposed.
- NDA (Annexure IV) & All other Annexures as prescribed in this RFP document.
- Lead time required to start the activities (in weeks)

### 10.3. Commercial Proposal

The commercial proposal is required to be submitted only by those participants, who qualify and score the requisite rating as decided by SBI Life in the evaluation of technical proposals.

Participants shall be required to submit proposals for the specific scope item (A or B) for which they have been found qualifying.

If the participants are requested to submit commercial proposals for both scope A and B, a separate proposal must be submitted for each part of the scope

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

No other document should be submitted with the Commercial proposal

The charges proposed by the participant(s) and agreed to by SBI Life for the activities covered under scope of RFP shall remain frozen during the term of contract which is 3 years from the term date mentioned in Letter of Intent (LOI). The continual term extension can be given post 3 years based on SBI Life experience with the selected participant.

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

Bids in consortium are strictly prohibited.

The Commercial proposal is required to be submitted through email only with softcopies (password protected) to [operations.solution@sbilife.co.in](mailto:operations.solution@sbilife.co.in) and password has to be shared during the opening of the bid.

The subject of the email should be

- “Commercial Proposal for Intelligent Document Processing Solution – SCOPE A” for proposals for scope A; and
- “Commercial Proposal for Intelligent Document Processing Solution – SCOPE B” for proposals for scope B

#### **10.4. General Guidelines.**

The last date for submission of technical bids is **26/08/2022 16.00 Hrs. (IST)**

All pages of the (technical & commercial) proposal shall be digitally signed by authorized person of the participating company. In case the technical or commercial proposal is incomplete in any respect, SBI Life reserves the right to reject such proposals summarily.

All proposals and supporting documentation shall be submitted in English.

Proposal received through fax shall not be considered.

SBI Life shall not be responsible for non-receipt of proposal(s) within the specified date and time, due to any reason whatsoever. Proposals received after the stipulated time or incomplete in any respect will be summarily rejected.

SBI Life reserves the right to accept or reject any proposal/s without assigning any reason thereof and SBI Life’s decision in this regard shall be final and binding. SBI Life also reserves its right to withdraw the RFP process at any stage without assigning any reasons thereof. No communication whatsoever, in any form shall be entertained in this regard.

Participant(s) should submit their bids at their own cost and should bear all the costs of whatsoever nature that they may incur for their participation in the entire process.

Participant(s) must organize their response in accordance with the scope as specified in the RFP (refer Section 2) and under no circumstances extraneous information should be included in the proposals.

This RFP is not an offer by SBI Life but an invitation for Proposals. No contractual obligation of whatsoever nature shall ever arise from the RFP process unless and until a formal agreement is signed and executed by the duly authorized signatories of SBI Life and the selected participant(s).

SBI Life reserves the rights to amend, modify, add or delete either in part or in full any conditions or specifications without assigning any reason during the entire process.

SBI Life reserves the right to disqualify the participant(s) blacklisted by State/Central Govt. undertakings/public sector units or whose contracts have been terminated on account of poor performance, if any such information comes to the knowledge of SBI Life at any stage, either during tendering process or after short listing the participant(s) or at any time thereafter.

The information contained in the proposals should be true and accurate and if it is found that any information furnished in the proposals is wrong or inaccurate, such proposals shall be rejected and if any contract is awarded based on such information and if such untrue averments or inaccuracies come to the knowledge of SBI Life subsequent to selection of bidder[s] and award of contracts, such contracts shall be cancelled and SBI Life may pursue such legal options which it may deem fit.

SBI Life reserves the right to negotiate/re-negotiate the prices with the shortlisted participant(s).

#### **10.5. Clarifications & Pre-Bid Meeting**

Queries, if any, may be communicated through an email to [operations.solution@sbilife.co.in](mailto:operations.solution@sbilife.co.in).

The subject of the mail should be “**Queries on RFP – “Intelligent Document Processing-Scope A”**”  
“**Queries on RFP – “Intelligent Document Processing-Scope B”**”.

No other form of communication will be entertained.

All queries must be sent to the email ID specified by **11/08/2022 by 18.00 Hrs. (IST)**. Queries received post cut off time may not be considered.

SBI Life shall provide the clarifications to the queries raised by participant(s) on **19/08/2022 at 10:30 Hrs. (IST)** in the pre-bid meeting. The pre-bid meeting will be held virtually as well as at below address –

***SBI Life Insurance Co. Ltd.  
8th level, Seawoods Grand Central,  
Tower 2, Plot No. R-1, Sector 40,  
Seawoods, Nerul Node, Navi Mumbai 400706***

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

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

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

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

### **11. Opening of Technical Proposals**

The technical proposals submitted shall be opened by SBI Life for evaluation on **26/08/2022 at 17.00 Hrs. (IST)** online. Representatives of the participant(s), may at their convenience, witness the bid opening process.

**Participants shall share the password to open their technical bids on the day of opening of the technical proposals i.e. on 26 Aug 2022 through email before 16.30 hrs.**

### **12. Proof Of Concept (POC) & Technical Presentation**

Participants who are found meeting the eligibility criteria will be required to conduct a Proof of Concept (POC) as per the scope defined in Annexure VIII at its own cost and demonstrate the solution capabilities to SBI Life officials along with a technical presentation detailing the proposed solution, its technical architecture, proposed implementation approach & methodologies and introduce the project team and governance structure in the form of a presentation.

These presentations should cover details of the proposal described in this RFP document and its annexure as well as enclosures. The presentations shall also give SBI Life an opportunity to seek clarifications or further details on any of the questions arising out of the participant's response to this RFP.

SBI Life shall not be under any obligation to bear any part of the expenses incurred by the participant(s) for conducting the POC and/or making the technical presentations.

The POC and technical presentation schedule will be communicated separately and will be scheduled between 05/09/2022 and 09/09/2022.

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

### **13. Opening of the Commercial Proposals**

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

### **14. Evaluation**

The basis of evaluation will be on techno-commercial criteria. Weightage of the technical commercial evaluation will be on 60:40 ratios. Participants should satisfy the basic eligibility criteria as mentioned in Section 6. Based on the bid submitted, technical evaluation would be done first to short list eligible participant(s). Only those Participant(s) who qualify in the technical evaluation will be considered for techno-commercial evaluation. The decision of SBI Life in this regard shall be final and binding

### **15. Other Terms & Conditions**

#### **15.1. Modification and/or Withdrawal of Proposals**

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

#### **15.2. Material Alterations & Ambiguous Information**

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

#### **15.3. Confidentiality & Non-Disclosure**

The participant(s) shall be under obligation and binding of the confidentiality-cum-non-disclosure undertaking to be submitted along with response to this RFP. The draft of the same is attached as **Annexure – IV**. The participant(s) have to execute Non-Disclosure Agreement on Rs.200/- Non-judicial stamp paper. The undertaking should be notarized and stamped.

#### 15.4. Empanelment of Service Provider(s) and Exit

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

Upon empanelment, selected participant(s) shall be required to enter into Service Level Agreement (SLA). Such Service Level Agreement shall be initially for a period of three years and may be extended thereafter at mutually agreed terms and conditions. Such decision shall be at the sole discretion of SBI Life. **The service level agreement shall be on Principal to Principal basis.** (Refer clause 15.7 for details)

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

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 15.8 for details)

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

The detailed terms and conditions governing the contract shall be included in the service level agreement and shall undergo changes as per various Acts, Regulations, Guidelines, Circulars & Orders as applicable and issued by IRDAI and / or any Government/ Statutory Body and as per the outsourcing policy of SBI Life from time to time.

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

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

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### **15.5. Award of Contract**

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

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

### **15.6. Signing of Contract**

The selected participant(s) shall be required to enter into a contract with SBI Life, within thirty (30) days of the award of the tender (i.e. issuance of a Letter of Intent by SBI Life) or within such extended period, as may be specified by SBI Life. At the time of execution of the contract a Memorandum of Understanding (MOU) containing the terms and conditions necessary for the due performance of the work in accordance with the bids and acceptance thereof will be signed. The contract will be based on this RFP, modification

arising out of negotiation/clarification etc., the participant(s) offer document with all its enclosures and will include the following documents:

- The participant(s) proposal in response – technical and commercial proposals separately
- Modification to the proposal, if any, after negotiation/clarification.
- Related Technical Specifications •Copies of the licenses, certifications etc.

Participant shall not sub-contract/ outsource whole/any/or part of the processes, to any third party. Due to certain unavoidable exigencies/difficulties, if the Service Provider intends to sub-contract part of the activity; it should be with the prior written consent of the SBI Life. However, the Service Provider shall be entirely responsible for the activities sub-contracted by them.

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.

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### 15.7. Service Level Agreement (SLA)

This document, inter alia, describes the minimum acceptable level of service to be provided by the Participants. The SLA enlisted are indicative and an exhaustive list will be shared on award of the contract.

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

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

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

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

1. Accuracy of output
2. Turnaround Times
3. Availability and uptime of services
4. Availability & scalability of managed services for QC and HITL
5. Availability of Reports & Dashboard
6. Any other point mutually agreed.

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

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contract between SBI Life and the selected participant. Also, deviation in any of the Performance Parameters mentioned above will attract penalty.

Penalty will be imposed for violation of data breach, PI information leakage, security breach, Mandatory Regulation breach & Brand & Reputation loss if any to SBI Life due to the activities by Participants & its employees.

#### **15.8. IT & IS Guidelines**

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

#### **15.9. Right of Verification**

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

The SBI Life/IRDAI shall have the right to examine/access all books, records and information, systems, the internal control environment, internal audit reports or external audit findings (or sub-contractor as applicable), to the extent that relevant to the activities entrusted to The Service Provider under the SLA without any prior notice. The Cost of conducting an examination etc. shall be borne by The Service Receiver. The SBI Life/IRDAI shall have a right to carry out an audit at any frequency (including Information Security audit for network isolation and data security) and inspect the premises of the Service Provider to the extent if the process is required to be carried out by the Service Provider. The cost of conducting an audit, Travel, stay etc. shall be borne by the Service Receiver. The Service Provider shall provide The SBI Life such information and in such format as may be required by The SBI Life from time to time

#### **15.10. Indemnity**

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

The participant(s) shall, at its own cost and expenses, defend and indemnify SBI Life against all third-party claims including, but not limited to, those of the infringement of

Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

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

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

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

#### **15.11. Disputes Resolution**

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

#### **15.12. 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.

#### **15.13. Format and Signing the Proposals Submitted**

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

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**15.14. Participant(s) indication of Authorization to Bid**

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

**15.15. Language of the Proposals**

All bids and supporting documentation shall be submitted in English.

**15.15.1. Completeness of the Proposals**

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

**15.15.2. 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.

**15.15.3. 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.

**15.15.4. Participant(s) Status**

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

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#### **15.15.5. Cost of the Proposal**

All costs relating to preparation, submission of its proposal, attending the clarification sessions & bid opening, POC and Technical Presentation to SBI Life will be borne by the participants 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.

#### **15.16. Confidentiality**

This document contains information confidential and proprietary to SBI Life. Additionally, the participant(s) will be exposed by virtue of the contracted activities to internal business information of SBI Life, the Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and breach of confidentiality 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.

#### **15.17. Intellectual Property Rights**

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

#### **15.18. Solicitation of Employees**

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

#### **15.19. 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 proceedings will be subject to the exclusive jurisdiction of courts at Mumbai, India.

**15.20. Arbitration**

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

**15.21. Force Majeure**

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

**15.22. Condition of Acceptance**

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

## Annexure – I - Technical Proposal Format

### Cover Page

Information required on cover page:

RFP reference number: RFP – SBILIFE/OPS/Projects/2022-23/01

RFP Name: RFP for Procurement of Intelligent Document Processing Solution and Services –  
Scope A /Scope B

Name of Participants(s): <Name>

Type of document: Technical Proposal

Table of Contents Page - Index

Contents/Documents to be submitted in response to RFP

TECHNICAL PROPOSAL
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### <<TABLE OF CONTENTS PAGE>>

#### Table of Contents

Chapter 1   Executive summary
Chapter 2   Brief Company overview
Chapter 3   Process Experience, Relevant experience and client testimonials
Chapter 4   RFP Questionnaire
Chapter 5   Technical Feasibility & Architecture
Chapter 6   Data Security Measures & IT&IS Policy Framework
Chapter 7   BCP and DR
Chapter 8   Other relevant information and supporting documents
Chapter 9   Letter from Highest Authority
Chapter 10   Company Overview Document
Chapter 11   Non-Disclosure Agreement
Chapter 12   Offer Letter and Compliance Certificate
Chapter 13   Mandatory 'Information Security Requirements' Criteria
Enclosures

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### **Chapter 1 | Executive Summary**

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

### **Chapter 2 | Brief Company Overview**

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

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

Business performance during last three completed financial years (FY 2019-20, 2020-21 and 2021-22) 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 | RFP Questionnaire**

Provide details sought in the RFP Questionnaire (Annexure IX) attached with this RFP

### **Chapter 5 | Technical Feasibility & Architecture**

A detailed document on the technical feasibility, technology architecture for the proposed solution, lead time required to set up activities and Project governance framework proposed

### **Chapter 6 | 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.

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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 7 | BCP and DR**

Complete Business Continuity Planning and Disaster Recovery to be provided.

**Chapter 8 | 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 9 | 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 10 | Company Overview Document**

Details to be filled in format & submitted.

**Chapter 11 | Non-Disclosure Agreement**

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

**Chapter 12 | Offer Letter and Compliance Certificate**

The duly signed letter should be submitted as per annexure V

**Chapter 13 | Mandatory “Information Security Requirements” criteria**

The duly signed letter should be submitted as per annexure VI along with all the sub annexures viz annexures VI A, B, C, D, E and F. Formats of these sub annexures shall be provided by email once the NDA (as per annexure IV) is submitted as detailed in section 11.1 above

**Enclosures to be attached wherever required.**

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**Annexure – II - Commercial Proposal Format**

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Cover Page

Information required on cover page:

RFP reference number: RFP – SBILIFE/OPS/Projects/2022-23/01

RFP Name: RFP for Procurement of Intelligent Document Processing Solution and Services–  
Scope A / Scope B

Name of Participant(s): <Name>

Type of document: Commercial Proposal

COMMERCIAL PROPOSAL – SCOPE A / SCOPE B
---

- **Commercial Format**

**<<WILL BE SHARED SEPARATELY>>**

**General Instructions for submitting commercial proposal**

- No Volume Guarantees are provided by SBI Life
- Charges shall be on a composite basis including infrastructure and maintenance costs
- Per Man Day cost to be quoted for Change management
- Prices to be quoted for all deployment models that are supported by the vendor. If any of the deployment models are NOT supported, mention "NA". Fields should NOT be left Blank
- Prices MUST be quoted strictly as per the format. Supplementary information if any should be may be mentioned in the “Remarks” column
- Multiple prices for a single item should not be provided. A single price must be quoted based on the information provided in the RFP and pre-bid meeting and any kind of qualifications/ conditions/ assumptions are NOT allowed.
- There shall be no minimum volume commitment for any of the activities under the scope of this RFP

- Relative cost, cost as a percentage to some other factor is not acceptable in the commercial format.
- Prices must be for the full scope of the activity as per RFP and not for a part / parts thereof.
- Charges are to be quoted in INR and EXCLUDING TAXES.
- Payments are to be assumed as payable after the services are availed and against an invoice raised at the end of every month
- SBI Life shall deduct the TDS as applicable
- There should not be any overwriting or erasures or cuttings or corrections etc. whatsoever in the prices quoted. The prices should be legible without any ambiguity.

### Annexure – III – Company Overview

Parameter	Details	Response
Name of the Company	Full Name	
Date & Year of Establishment	Mention Date & Year	
Registered Office	Complete Address	
Corporate Office	Complete Address	
Full Details of Primary Contact Person	Name, Designation, Address & Contact	
Incorporation Type	1. Partnership 2. Private Limited 3. Public Limited	
Listed/Not Listed	1. Company Listed 2. Parent Company Listed	
Quality Certifications	1. ISO 9001 2. ISO 27001 3. Any other certification/recognition	
Recognition or Quality Awards	Attach separate sheet along with photocopies of the awards/certificates as applicable	
Black Listed	Have you ever been black-listed by any organization?	
Existing Clientele	Details of Organizations along with Industry	
Core Competencies	1. IDP Solutions in insurance industry 2. IDP Solutions in BFSI Segment 3. Medical Document processing, Medial data digitization and Analytics	

Request for Proposal (RFP)  
Intelligent Document Processing Solutions & Services

	4. Insurance Claims or Underwriting automation solutions 5. Other automation / Intelligent Automation / Hyper-automation Solutions	
Lead Time required to go live	In weeks	
Due Diligence Checklist	Is the Due Diligence Checklist answered & submitted?	

Authorized Person Name:

Authorized Signature:

Company Seal:

Date:

Place:

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**Annexure – IV – Confidentiality Cum Non-Disclosure Undertaking (NDA)**

*(To be executed on a Rs. 200 Stamp Paper and sent as a soft copy by email to  
Operations.Solutions@sbilife.co.in)*

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

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

Whereas the first party agreed to keep such information confidential

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

to hold all Confidential Information received from the Second party in confidence. The First party will use such Information only for the purpose of responding to the RFP.

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

to protect Information received from the second Party with at least the same degree of care as it normally exercised to protect its own proprietary information of similar nature. to ensure that their employees will not disclose any information so received even after they cease to be employees of the recipient. The recipient party shall ensure this by own internal agreements.

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

**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 : \_\_\_\_\_

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**Annexure – V - Offer Letter and Compliance Certificate**

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Date:

To

SVP & Head – Analytics, Projects & Process Quality Excellence,  
SBI Life Insurance Co. Ltd.  
8th level, Seawoods Grand Central, Tower 2,  
Sector 40, Seawoods, Nerul Node, Navi Mumbai - 400706

Dear Sir,

Re: RFP for Intelligent Document Processing Solution & Services – Scope A / Scope B

1. Having examined the RFP documents including all annexures, 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, submission of RFP shall not constitute a binding contract between us.
4. We undertake that in competing for this BID 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" and all such other Laws as are applicable.
5. We understand and agree that SBI Life has right to reject the offer in full or part without assigning any reasons, whatsoever.
6. We have never been barred / black-listed by any regulatory/statutory authority in India.

Yours faithfully,  
Authorized Signatory  
Company Stamp Date:  
Place:

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**Annexure - VI – Mandatory “Information Security Requirements” Criteria**

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**Overview:**

The services, processes and solutions designed and deployed for SBI Life shall follow a standard configuration/customization process and shall meet the functional, security, performance, legal, regulatory and statutory requirements of SBI Life. The participant(s) shall comply with SBI Life Policy on Information Security Requirements for CSP (Cloud Service Provider)/ SI (System Integrator)/ Participant(s)/ service provider (terms used interchangeably) in key concern areas as under:

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

The CSP/ SI/ Participant(s) 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 CSP/ SI/ Participant(s). SBI Life shall reserve the right to carry out Gray Box, White Box and Black Box Testing, VA/PT and Security Assessment of the application and underlying infrastructure components through their empaneled information security service providers. In case of any observations or vulnerabilities reported during these testing, the successful CSP/ SI/ Participant(s) shall close the observation and mitigate the risk within agreed timelines, before production go live without any additional commercial levied to SBI Life. The contracts relating to outsourced services with the selected CSP/ SI/ Participant(s) shall detail security requirements in compliance with SBI Life Security Policies and supporting Standards & Procedures and the selected CSP/ SI/ Participant(s) shall demonstrate compliance with such requirements.

**Detailed:**

1. The CSP/ SI/ Participant(s) 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

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privacy governance/advisory/laws issued by government of India from time to time. The CSP/ SI/ Participant(s) 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.

2. Information security requirements such as controls for maintaining confidentiality, integrity and availability of the SBI Life's data shall be considered at all stages throughout third Participant(s) having access/handling the organizational system/data.
3. All arrangements with external party/vendors / selected Participant(s) shall have a well-defined service level agreement (SLA) that shall specify information & cyber security requirements and controls, service levels and liability of supplier / selected Participant(s) in case of SLA violations, non-mitigation of information security (IS) vulnerabilities, IS incidents etc.
4. The CSP/ SI/ Participant(s) shall provide right to SBI Life or its empaneled vendors to audit / conduct security review of the center/processing facility where the services will be carried out from while designing the required deliverable/output.
5. The CSP/ SI/ Participant(s) shall be subject to a relationship assessment (sometimes referred to as due diligence review) which shall cover:
  - i. Dealing with the said party (e.g. details of provider history, previous and current business arrangement and dispute information)
  - ii. Demonstrable level of maturity in relation to information security and their degree of commitment to information security. This is via a self-assessment checklist covering controls related to information & cyber security
6. Prior to finalization of order, the CSP/ SI/ Participant(s) shall allow SBI Life Security Team or its empaneled vendors to inspect and check the designated framework/services proposed for SBI Life and undertakes necessary corrective actions as may be suggested by SBI Life prior to or during the implementation.
7. The CSP/ SI/ Participant(s) shall have a process to sign Confidentiality agreement with its employees for SBI Life related services. The CSP/ SI/ Participant(s) shall provide a letter of undertaking to SBI Life as adherence to secure usage and handling of information by its employees.
8. The CSP/ SI/ Participant(s) shall have process of background check on its employees prior to their induction into SBI Life project. Level of background checks should meet the sensitivity of information associated with the project.

9. The contract requirements with service provider's CSP/ SI/ Participant(s), if any shall include non-disclosure agreements, roles and responsibilities, and termination clauses and right to inspect/audit by Organization, Law enforcement agencies and regulating agencies including IRDAI.
10. The data shall be shared with the ONLY on "Need to know" basis, if any.
11. The CSP/ SI/ Participant(s) shall comply with data retention and purging requirements of SBI Life, in case any data (SBI Life production data for testing) is shared with CSP/ SI/ Participant(s). Compliance certificate for data retention and purging shall be sent to SBI Life as per stipulated time agreed with SBI Life
12. CSP/SI/Participant(s) shall implement and enforce data privacy through appropriate policies and procedures. The policy and procedure shall cover appropriate training to personnel, controls to be in place to ensure privacy of data, define roles and responsibilities with respect to data privacy, and disciplinary action for contravention.
13. CSP/SI/Participant(s) 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.
14. In case of renewal, the security considerations in line with the Prior to engagement scenario shall be considered.
15. The CSP/ SI/ Participant(s) shall follow OWASP secure coding practices and other industry best practices, in case of any development of application functionality.
16. SBI Life's Internal Audit shall conduct audit for CSP/ SI/ Participant(s) (s) handling critical data/providing critical services to measure the effectiveness of the security controls implemented.
17. Network and infrastructure service level agreements (in-house or outsourced) shall clearly document security controls, capacity and service levels, and business or customer's requirements
18. The CSP/ SI/ Participant(s) shall be ISO Certified for the designated line of business e.g. ISO 27001, ISO 27017 ISO 22301, CSA Star, SOC2 preferably etc. If the CSP/ SI/ Participant(s) is not certified, then they shall adhere to the requirement of these aforesaid standards.

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19. The information security responsibilities of all employees working for SBI Life shall be defined by CSP/ SI/ Participant(s). CSP/ SI/ Participant(s) shall ensure that all information security requirements in the Agreement are communicated, including in writing, to all its employees in relation to their role.
20. Independent security assessments (Gray Box, White Box and VAPT) shall be performed for the application(s) and related infrastructure components collectively referred to as Information Processing Facility, supplied to/used by SBI Life by the selected Participant(s) at its own cost through a Cert-In, empaneled Information Security service provider by the CSP/ SI/ Participant(s) at planned intervals, at least on annual basis.
21. CSP/ SI/ Participant(s) shall submit periodic (annually) integrity & compliance statements of application(s) and related IT infrastructure components used for SBI Life Project, 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, security breaches that can lead to core system failure such as a DDOS attack and is free of any known vulnerabilities and free of mis- configuration.
22. The CSP/ SI/ Participant(s) shall ensure that appropriate technology measures are in place to protect the storage and exchange of information. These measures may include the following, but not limited to:
- i. The CSP/ SI/ Participant(s) shall maintain integrity of the software in use, including patch upgrades, operating systems and applications.
  - ii. Mail attachments shall be encrypted before sending as the traffic could be sniffed in transit, leading to unauthorized disclosure and modification of information.
  - iii. The connectivity between the CSP/ SI/ Participant(s) and SBI Life shall be encrypted and data transfer shall be via Secure FTP. CSP/ SI/ Participant(s) shall agree to all the guidelines mentioned in SBI Life's policy on Information security requirement for third-party document and should be signed by authorized signatory of CSP/ SI/ Participant(s).
  - iv. The CSP/ SI/ Participant(s) shall have secure connectivity to the SBI Life's central data center in active fail-over mode and to disaster recovery center.
23. CSP/SI/ Participant(s) should have defined Business Continuity Management and Disaster Recovery (BCM-DR) procedures in place for effective handling of critical business processes in situations of any incident disrupting the business including:
- i. Backup and record protection, including equipment, program and data files, and maintenance of disaster recovery and contingency plans.
  - ii. CSP/ SI/ Participant(s) should have proper updating of the procedures in regular intervals to ensure effective and smooth functioning of such procedures.
  - iii. Business recovery time frames (RTO and RPO) supported by setup should meet SBI Life's business requirements.
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24. The CSP/ SI/ Participant(s) shall comply with all legal, regulatory and statutory requirements.
25. In case of any changes to the application and related ICT infrastructure components, irrespective of the magnitude of the change, mandatory security testing including gray box, black box & white box / secure code review shall be conducted by the CSP / SI / Selected Participant(s) through an CERT-In empaneled information security service provider (ISSP). The Production move / change management shall be done after ensuring that the application is free of vulnerability.
26. As a part of pre-engagement due diligence and also as part of a yearly activity, the selected Service Provider needs to undergo 'Third party security control checklist' of the Service Provider and the same should be validated by a CERT-In empaneled information security Service Provider for each time and the report of same needs to be submitted to Service Receiver without any additional commercials. The Service Receiver shall reserve the right to verify this validation report and ask for additional evidences, if any, or visit the site to verify the controls.
27. Implementation of entire set of information & cyber security, Cloud Security Controls etc. defined in this section of "Mandatory Information and Cyber Security Requirements, provided in Section 6.1 of RFP as well as in Annexure VI A, B, C, D, E" shall be validated by an CERT-In empaneled information security service provider (ISSP) and the report shall be submitted to SBI Life initially during onboarding (as a part of pre-engagement due diligence), subsequently at least annually (as a part of during engagement due diligence) and in case of any change in services being provided by the CSP/ SI/ Selected Participant(s) as well as in-line with the regulatory requirements. SBI Life shall reserve the right to verify this validation report from time to time and request the CSP /SI/Selected Participant(s) for additional evidence, if any, or visit the site to verify the controls. The CSP / SI / Selected Participant(s) shall comply with this request. The CERT-In empaneled ISSP shall be engaged by the selected Participant(s) at their own cost. SBI Life will be providing the list of two or three CERT-IN empaneled ISSPs with whom the CSP / SI / Selected Participant(s) shall engage in performing these Information Security assessments / Validations.
28. The CSP/ SI/ Selected Participant(s) shall establish policies & procedures, and implement mechanisms for securing sensitive data in storage (e.g., file servers, databases, end-user workstations etc.), data in transmission (e.g., system interfaces, over public networks, electronic messaging etc.) and secure disposal & complete removal of data from all storage media, ensuring data is not recoverable by any computer forensic means.
29. The CSP/ SI/ Selected Participant(s) shall ensure that appropriate technology measures are in place to protect the storage and exchange of information. The CSP/ SI/ Selected

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Participant(s) shall implement data privacy for all the SBI Life data while at rest as well as during transit.

30. In case, if the CSP/ SI/ Selected Participant(s) adopts multi-tenancy and data commingling architectures, SBI Life requires CSP/ SI/ Selected Participant(s) to isolate its information from other customer's information, at the least, through logical separation at schema level for SBI Life related information database.
31. In case the data is stored on cloud, the same shall be hosted on servers located only within India and ensure compliance with applicable Indian regulatory circulars, guidelines issued by IRDAI and other law enforcement agencies.
32. Operating systems, Web servers, Database etc. used for processing SBI Life employee 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.
33. The CSP/ SI/ Selected Participant(s) shall follow security baselines guidelines for API integration before such integrations for the solution provided.
34. SBI Life may implement Data/Information Rights Management solution for protection of its data shared with the CSP/ SI/ Selected Participant(s).The CSP/ SI/ Selected Participant(s) shall provide all required assistance for implementation and maintenance of such solution.

In addition to the above details, the CSP / SI / Participant(s)s must sign Declaration / Compliance Statement (Annexure VI-E) along with response of these **4 Mandatory** Parts as below:

**Annexure VI-A–** Mandatory Information and Cyber Security Requirement for CSP / SI /Selected Bidder

**Annexure VI-B-** Mandatory Legal Requirement for CSP / SI /Selected Bidder

**Annexure VI-C & D -** Mandatory Cloud Security & Compliance Control – SaaS

**Annexure VI-F-**Third Party Security Control Checklist.

**Annexure VI-E-** Compliance Statement

The CSP / SI / Bidders are required to submit their response to Annexure VI and Annexure VI - A, B, C, D, F along with the compliance statement in Annexure VI-E on their letter head and signature of the authorized signatory along with bidder's company seal.

The above annexures will be shared with the interested bidders post signing and submission of the NDA (Annexure IV) on stamp paper.

### Annexure VII – Technical Requirements

Sr. No	Requirement Description
1	All components proposed in the solution should be able to meet the entire requirement of SBI Life during the period of the contract and platform / component versions and capacity should not be a limiting factor. Participants will upgrade, change add capacity (whatever is required) without additional cost to meet the requirements, defined TAT and SLA during entire tenure of contract as per actual demand of SBI Life peak load at any given point of time.
2	Participants should submit high level and low level architecture diagram with multi-tier web, app and database layers ( three layer desired). Components used at each level with platform, Infra, applications, software and databases should be explained in details. The technology architecture submitted by the participants, will go through an approval process by SBI Life and may be subject to changes which will need to be incorporated by the selected participant.
3	The proposed system should able to provide an interface to SBI Life's CRM-Next, Underwriting application, Policy Management System, Claims System, etc. These integrations will be any of the following: direct, API (REST, XML - RPC, JSON, SOAP, etc.), Web Services ESB JBI SOA environment etc.
4	All components proposed in the solution should be of the latest version that is available in the market at the time of going live. Vendor should maintain all the time compliant, secure with upto date versions of components as per OEM release documents of supported versions.
5	Entire solution should be protected with adequate security measure such as Antivirus, Malware, EDR, Firewalls, WAF, IPS, IDAM etc., with regular updation.
6	The proposed architecture should be compliant to all statutory laws of the geography it is operating in and operating for, including all necessary licenses to operate (Should comply with all regulatory and governing bodies of India geography)
7	Participants should notify SBI Life on all proprietary components, freeware's, sharewares, open source tools, platforms, applications or any other elements that are being proposed as part of this solution. Provide a separate annexure with these details.
8	The selected participant must provide an undertaking that the responsibility and liability towards any legal issues or Non-compliances with respect to licensing or usage policies of the 3rd party components (Open source, freeware's, sharewares) used in the proposed solution vests only with the participant and SBI Life is absolved from any liability arising out of it. All licenses and compliance of thereof is responsibility of Service provider. SBI Life will only use services and pay towards it.
9	Participants must provide the source code review report for the latest version of the proposed solution from a CERT-IN empaneled auditor
10	The selected participant must provide an undertaking that the source code review by a CERT-IN empaneled auditor will be conducted at the release of every new version of the proposed solution and the reports will be shared with SBI Life on demand. Also fixes / recommendations from the source code review report will be implemented at participant's own cost within the stipulated timelines set by SBI Life.
11	All components should be upgraded without loss of feature functionality as defined in the RFP during the period of contract

## Request for Proposal (RFP)

### Intelligent Document Processing Solutions & Services

Sr. No	Requirement Description
12	Access to all key components/applications from SBI Life and Participants should be traceable through log generation (E.g. User name, IP address, logged in from, time, etc.)
13	Participant should commit to co-ordinate for time bound implementation & successful commissioning of the solution
14	To provide/enable access as required for technical support/audit teams authorized by SBI Life for SBI Life related IT assets in Participant's premises/ hosting location / Cloud provider
15	Participant(s) should have DR & BCP plan in place
16	Ensuring space, power etc. in their DC / DR for equipment involved in the proposed solution
17	Participant(s) must comply with SBI Life IS & IT Policy requirements
18	File transfer, if required in the process, will be through secure ftp. Control reports to be provide to confirm effective monitoring of daily files transferred
19	Single point technical contact for SBI Life IT team to complete deliverables in a time bound manner
20	Restrict unauthorized access to SBI Life IT assets and provide adequate advance notice to SBI Life in case any change at Participant's DC that impacts the implementation for SBI Life
21	Participant should confirm capability of monitoring for maintaining performance and capacity and extending realtime dashboard to SBI Life for monitoring
22	Participant should confirm having professional NOC for problem management and ticketing system to meet system up-time requirements
23	Any upgrade on technology as required for the continuity of applications over time, need to be considered as a part of the overall technical deployments for the process
24	Solution should support 100% automatic failover & fault tolerance at each component level
25	Solution should support redundancy for failures in Power, System Hardware, System Software & Applications
26	Participant should explain the proposed architecture in-terms of connectivity between components during failure, impact to process flow during failure for all scenarios
27	All interfaces to SBI Life back-ends will be allowed only through SBI Life Firewalls, Participants to ensure that this is complied. Participants need to provide VAPT and other info security related reports before connecting to SBIL environment, detailed list will be provided by SBIL Info Sec
28	A list of Firewall accesses should be documented and kept both with SBI Life and Participants with full technical and functional details.
29	Participants to ensure that all critical components in the proposed solution should be 100% redundant to meet the SLAs set by SBI Life
30	Redundancy of the database/application server including fully automated switchover without any manual intervention to meet the SLAs set by SBI Life
31	The proposed system should support a high availability clustering architecture and redundant, where two or more systems will be present and sharing the workload in an active-active configuration to meet the SLAs set by SBI Life

Sr. No	Requirement Description
32	Apart from the DR drills and tests mandated by govt. regulations and SBI Life, Participants should conduct their own DR testing and failover once every six months.
33	Should support Scheduling of the daily file extract from the system if required
34	Should have the ability to upload the input files from SBI Life in-premises datacenter and DR through a Web based approach.
35	All URL links used and in interfacing or integrating to backend systems should be secured and encrypted in all other applications
36	Participants to ensure that all necessary backup, restore process is done regularly. Details and backup process for each element to be explained in a separate annexure including the frequency of these back up process
37	Participant will have to ensure that the bandwidth of the WAN links should be appropriately considered for acceptable level of application performance and provision for the bandwidth for the connectivity required between SBI Life DC and DR to Vendors DC/DR/Cloud

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**Annexure VIII -Scope & Methodology for POC forming part of the technical evaluation**

1. The areas detailed in the POC Scope have to be demonstrated by the vendors clearing the eligibility criteria.
2. Anonymized samples shall be provided for each document type to help the vendors train their respective models after submitting the NDA (Annexure IV)
3. Document samples provided by SBI Life during the technical presentation should be subjected to processing using the solution and the results are showcased to help them assess the output.
4. No separate costs are payable for setting up the POC
5. Scope of the POC for each of the Requirements “Scope A” and “Scope B” are as per the Annexures

For Scope A – POC Scope-A-IDP.pdf

For Scope B – POC Scope-B-Med.pdf

**Annexure IX - RFP Questionnaire**

For Scope A – RFP Qtnr-Scope A.xlsx

For Scope B – RFP Qtnr-Scope B.xlsx

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**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 the period of the contract.

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

We declare that we have the necessary and requisite statutory approvals, licenses etc., for providing the services described under this RFP.

We further declare that there are no legal or statutory hurdles of whatsoever nature that prevent us from providing the services as required under this RFP and we are fully competent and eligible to bid for this RFP.

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\*\****