

**Amendment**  
**Ref: RFP No. SBILIFE/OPS/RCR/2022-23/01**  
**REQUEST FOR PROPOSAL (RFP)**  
**For**  
**Outsourcing of Voice BOT Solution Services**



**Previous Clause as per RFP**

**6.1. Common Eligibility criteria**

Participant(s) must be –

1. Company Registered under the relevant provisions of the Companies Act, 2013, or
2. Limited Liability Partnerships registered under the relevant provisions of the Limited Liability Partnership Act, 2008, or
3. Partnership firms registered under the Indian Partnership Act, 1932 or
4. Must have prior experience and proven capability in providing Voice BOT Solution services to multiple clients and implemented at least one project in BFSI sector with the similar scope mentioned in this RFP
5. Client reference & contact details (email/ landline mobile) of customers for whom the bidder has executed similar projects (start date & end date of the project of the project to be mentioned) in the past. (At least 3 client references required)
6. Participants should not have been blacklisted by any bank/ Insurance Company/ BFSI Company/ any regulatory body etc., IRDAI, RBI, SEBI, TRAI, DOT in the past 5 years.
7. Participant(s) should not be a group entity or related party of any Insurer or insurance intermediary or the Directors/ partners of the participant should not be having any insurance agency. Further the participant(s) must give an undertaking that they or their group entity and related parties do not have any insurance intermediary license and that none of their Directors/ Partners have any insurance agency. This is an essential prerequisite for considering the proposal of the participant(s). Further, the selected/empaneled participant(s) or entity or related party or any of their directors should not obtain any insurance license either as a broker or an agent [individual or corporate agency] during the term of the agreement with SBI Life and for a period as stipulated in the SLA, subsequent to the termination of the contract with SBI Life.
8. 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.**
9. The participant should adhere to the technical requirements as mentioned in the **Annexure VII.**
10. The voice BOT Solution can be provided from cloud environment.

## Revised Clause

### 6.1. Common Eligibility criteria

Participant(s) must be –

1. Company Registered under the relevant provisions of the Companies Act, 2013, or
2. Limited Liability Partnerships registered under the relevant provisions of the Limited Liability Partnership Act, 2008, or
3. Partnership firms registered under the Indian Partnership Act, 1932 or
4. Must have prior experience and proven capability in providing Voice BOT Solution services to multiple clients and implemented at least one project in BFSI sector with the similar scope mentioned in this RFP
5. Client reference & contact details (email/ landline mobile) of customers for whom the bidder has executed similar projects (start date & end date of the project of the project to be mentioned) in the past. (At least 3 client references required)
6. Participants should not have been blacklisted by any bank/ Insurance Company/ BFSI Company/ any regulatory body etc., IRDAI, RBI, SEBI, TRAI, DOT in the past 5 years.
7. In case Participant(s) is a group entity or related party of any Insurer or insurance intermediary or the Directors/ partners of the participant is having any insurance agency, then participant must disclose details of the same. The participant(s) must give an undertaking that they or their group entity and related parties have insurance or insurance intermediary license and/or that none of their Directors/ Partners have any insurance agency and provide details of the same. This is an essential prerequisite for considering the proposal of the participant(s). Further, the selected/empaneled participant(s) or entity or related party or any of their directors in case obtain any insurance license either as a broker or an agent [individual or corporate agency] during the term of the agreement with SBI Life and for a period as stipulated in the SLA, subsequent to the termination of the contract with SBI Life, same should be disclosed to SBI Life within 7 days.
8. 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.**
9. The participant should adhere to the technical requirements as mentioned in the **Annexure VII.**
10. The voice BOT Solution can be provided from cloud environment.