

S.No.	Scope	Category	Queries in Brief	Response
1	Scope B	Scope B, page 4	Can you kindly elaborate what is expected under Quality check & Data entry correction? Advice at what stage this activity will be assigned to service provider also provide the volume expected on this activity?	(A) Checking of system Data With Proposal form Images & carrying out corrections. All corrections needs to intimated to SBI Life. It could be adhoc request as per requirements of SBIL. (B) This activity needs to be performed for all cases after inwards of the proposal images & XML data by Service provider. (C) Overall volumes for printing & dispatch for past two were 12.89 Lakh (FY 2016-17) & 12.65 Lakh (FY 2015-16).
2	Commercial Format for Scope B	Page 26, Commercial Format for Scope B	Under the commercials we have to provide estimation for fields more than 50 fields. However under long form there are 220 fields and short form there are 100 fields. Let us know if we can consider the estimation for this parameter as max of 220 fields.	Yes, but fields may vary from time as per requirement of SBI Life.

3	Scope A & B	Volume	<p>Can you kindly suggest the volume expected for the month under scope A &amp; B and growth YoY? What is the expected spike in terms of volume during month end and year end? Can we have the pattern? What is the average volume per day expected to be handled by service provider? What is the peak and non peak daily volumes typically in a month? Can SBI life share the historical data?</p>	<p>Overall Volume it is 9.01 Lakh (FY 2017-18 YTD Jan) &amp; 12.89 Lakh (FY 2016-17) (Scope A). Scope B it is 12.23 Lakh (FY 2017-18 YTD Jan) &amp; 17.21 Lakh (FY 2016-17).</p>
4	SLA- Quality	SLA- Quality	<p>How will SBI Life team assess the quality of service delivered by service provider? Will it be on field level or form level and what will be the sampling size in terms of percentage?</p>	<p>There is mechanism built in at SBI Life's end to assess the quality of printing and preprinting quality check of policies.</p>
5	SLA- TAT	SLA- TAT	<p>What is the expected TAT for Scope A &amp; B separately?</p>	<p>Vendor should adhere to TAT specified by SBI Life which will be specified in SLA. They may require to work on Sunday/Holidays.</p>
6	AHT	AHT	<p>Kindly provide the Average handling time taken for Scope A &amp; B separately.</p>	<p>Expectation on average handling timing for the said activity is 8 hrs which may vary which will be specified in SLA. Performance depend on user experience &amp; expertise.</p>
7	Scope A & B	Bidding for Scope A & B	<p>Can we bid for Scope A only for Quality check of printable data/images for verification of data with the images and</p>	<p>No, Participant cannot partially bid for part of the scope. Needs to bid for complete mentioned scope inclusive of all mentioned activities.</p>

8	Scope B	Scope B, page 13	Which fields indexing is required? Kindly provide the list of fields	Indexing will be pagewise and not field wise.
9	Scope B	Scope B, page 13	Searchable PDF: Can you explain the requirement for searchable pdf and the process?	To ignore this point in RFP
10	Scope B	Scope B	Can you kindly let us know the number of images which we will expect for each proposal? Also provide	Small category will have average 12 pages and standard proposal will have 15 pages.The list of categories provided in the process document attached.
11	Scope A & B	Reports	Does SBI Life system provides production report & other MIS report?	No.
12	Scope A & B	Penalty	Is there any Penalty clause. Also is there any penalty table which you can share?	Will be specified in SLA once empanelled for the said Scope is done. Quality is of paramount importance hence heavy penalty will be levied in case service standard is not maintained.
13	Scope A & B	Eligibility	Is Minimum wages adherence as per labour laws mandatory? What will be the audit frequency of SBI Life on this aspect?	The contract per proposal image for each activity will be provided as agreed by SBI Life.However onus of the minimum wages adherence as per labour laws will rest on the vendors only.
14	Scope A & B	Eligibility	Is service provider expected to provide leased line at its cost for this project?	Yes
15	Scope A & B	Commercial	Do we have to provide the pricing for 1 year period which will increase YoY or fixed for 3 year period?	The commercials will be fixed for 3 years period(ie. Till the end of contract period).

16	Scope A	Under Heading 3. Eligibility Criteria on Page No 15, Point No 6, Other certificate Like IBA is essential.	IBA Certificate is only for MICR Printing, which is Required for Cheques. For Policy & Non Policy Document printing ISO 27001 is required. In your last RFP in 2011. You have also asked for ISO 27001 certificate. Will request to Remove IBA certification so that Variable data company can participate in this RFP. As ISO 27001 is required asked by you.	The Bidder shall be ISO Certified for the designated line of business e.g. ISO 27001, ISO 22301 preferably etc. If the Bidder is not certified then they should adhere to the requirement of these aforesaid standards. However service providers with certification will be preferred in the technical evaluation.
17	Scope A	Under Heading 3. Eligibility Criteria on Page No	Will request to give preference to those who have print facility in all Four Metros. (Mumbai/Navi	Main printing location will be required at Mumbai/Navi Mumbai. Vendors can extend their printing capabilities from multiple locations.
18	Scope A	Under Heading 5. Response to RFP on Page No 18, Point No 13, Details of contracts relating to secured printing awarded like cheque printing etc.	As this RFP is for Policy & Non Policy Document printing. But details of Cheque printing is asked. Will request to look into this point. As its not required under this RFP. As for Policy Printing Data security Points are required which are covered in ISO 27001.	Service providers with similar certifications will be preferred in the technical evaluation.

19	Scope A	Under Heading End to End Policy Documents and COI Printing Process on Page No 7, Point No 13 & 22, Every Policy PDF/COI PDF has to be Digitally signed and to be upload on FTP for archival.	No Rates have been asked to submit for PDF Generation, Digital Signature and FTP. Will request to add a line item in Commercial Quote	This is a part of policy printing activity.
20	Scope A	Under Heading End to End Policy Documents and COI	No Rates have been asked to submit for template designing. Will request to add a line item in Commercial Quote	This is a part of policy printing activity.Commercials can be provided accordingly.
21	Scope A	Under Heading End to End Policy Documents and COI	Will request to Non Policy team to share a tentative Monthly Stationary count Artwork wise. So that required stationary is made	Advance communication will be sent to the empannelled vendors for the requirements to be maintained.
22	Scope A	Under Heading End to End Policy Documents and COI Printing Process on	As all the policy are dispatched by India Post under Speed Post. And SBI Life has directly in contract with India Post. The Printers cannot coordinate with them for daily TAT. India Post	The policy bonds are handed over for further despatch through speed post/courier agency.To have a smooth functioning of the process the policies to be handed over to the speed post/courier agencies within timelines

23	Scope B	Scope B	What are the Elements that needs to be checked during Quality Control of Images- Resolution, Image Mode, Sample & BitRate, File Format	Field list shared in the attached process document.
24	Scope B	Scope B	List of Specific Defects that would be in a Digital File	Field list shared in the attached process document.
25	Scope B	Scope B	What are the MetaData that would be used ?	Based on the indexing of images Metadata to be prepared by the vendor
26	Scope B	Scope B	What are the Total No of Index Fields that would be used ?	Process attached for reference
27	Scope B	Scope B	Would the Index Fields Entered via Barcodes or Manual Process ?	Proposal number through Barcode and other documents Manual
28	Scope B	Scope B	Would there be a checklist provided for all type of Index Fields ?	Field list shared in the attached process document.