

Request for Proposal
For
Intranet Development for SUD Life

Issue Date: 31st March, 2010
Last Date for submission of proposals: 06th April, 2010, 05:30 PM

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1.0 INTRODUCTION AND SCOPE

Star Union Dai-ichi Life Insurance Company Ltd. (SUD Life) is a joint venture between Bank Of India & Union Bank India, India's leading public sector banks and Dai-ichi Mutual Life Insurance, one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India. SUD is seeking to outsource Intranet Development.

The Request for Proposal (RFP) is being issued by SUD LIFE for the above-mentioned purpose and it defines the scope of work to be performed and the rates to be quoted for each specified service, the administrative requirements that must be fulfilled by the vendors, the method for response and qualifying criteria for selection of vendors are given in embedded file below:

1.1 PURPOSE

The purpose of this RFP is to inform the vendors of a business opportunity and to solicit proposals for SUD Life Intranet Development for company's internal employees. Based upon the review and evaluation of proposals offered in response to this RFP, SUD may, at its sole discretion, negotiate and enter into contracts with one or more selected vendors.

1.2 SCOPE OF SERVICES

- 1 Intranet development as per the design given by SUD Life.(Approx. 100 Pages)
- 2 RSS News feeds to fetch articles in a particular.
- 3 Category/Department/Functional group through browser
- 4 Opinion polls on relevant issues.
- 5 Organizational events calendar module.
- 6 Section to display Branch/Zone wise lead Performers/Achievers in a functional group.
- 7 Contents scripting to refresh sections like Jokes/Horoscope etc. Automatically.
- 8 Publishing of employee's Birthdays.

2.0 TERMS OF RFP

2.1 ACKNOWLEDGEMENT

Please acknowledge receipt of this document by responding via email to manish.mimani@sudlife.in & harnath.babu@sudlife.in. Please include the contact information for the person who will be directly responsible for completing the RFP.

2.2 PROPOSAL DEADLINES

SUD must receive duly completed and signed proposals no later than 5:30 PM IST on 6th April, 2010. Proposals must be submitted in paper copy in two different sealed envelopes (One for technical & another for commercial). Please entitle your response “Your company name – Intranet Development for SUD Life.”

Subject: Response to RFP – Intranet Development for SUD Life

Star Union Dai-ichi Life Insurance Co.
11th Floor, Raghuleela Arcade,
Opp. Vashi Rly. Stn., Sector 30 A,
Vashi, Navi Mumbai – 400 703.

Proposals received after the time and date specified above may, at SUD’s sole discretion, be returned unopened, or destroyed and eliminated from consideration. Please do not send your RFP responses to any other SUD employee. Responses sent to any other location other than the above address and email id will not be considered.

2.3 FORMAT OF PROPOSALS

Proposals must be submitted in accordance with the instructions contained in the RFP and must include all information and materials requested in the RFP. The vendors are cautioned that proposals that do not follow the form required by, or contain the information requested in, the RFP shall be subject to rejection without review. All pages of any proposal submitted must be typed in the format embedded in this RFP and all responses must follow the numbering of the Sections and Subsections of the RFP.

The vendors may include any additional information and material they wish; however, such material (e.g. alternative services and/or features) shall be identified in a separate attachment ("Attachment"). Any such attachment shall identify the applicable RFP Section or Subsection to which it is responsive and shall be incorporated into and be made a part of the proposal. All materials submitted in response to this RFP shall become the property of SUD Life. SUD Life reserves the right to use all ideas presented in any proposal

received in response to this RFP.

Please identify in your response any criteria required by this proposal that you believe you would be unable to meet.

2.4 FURTHER INQUIRIES AND QUESTIONS REGARDING RFP

All inquiries that arise regarding the RFP must be submitted in writing (via email) by close of business 4th April, 2010. Inquiries must be made only via e-mail and only to manish.mimani@sudlife.in, harnath.babu@sudlife.in . Responses to such inquiries will be made via e-mail and shared with all participants in the bid. No confidential information will be shared.

The vendor agrees to designate one point of contact for all RFP and/or proposal communications. This point of contact should be clearly defined in the RFP response, as the single point for questions and clarifications on the RFP response.

2.5 PROPOSAL EVALUATION

Proposals submitted will be reviewed and evaluated by any person at the discretion of SUD's internal evaluation & negotiation team, now or in the future for the sole purpose of obtaining evaluations to proposals. The vendors may be asked to further explain or clarify areas of their proposal in writing during the evaluation process. The vendors are expected to submit their best bid in response to the RFP.

SUD's internal evaluation team will notify the vendors, following completion of the evaluation process, whether or not the vendors have been awarded a Contract. The only information regarding status of the evaluation of proposals that the team will give to any inquiring vendor shall be whether or not that vendor has been awarded a Contract. SUD may, at its sole discretion, inform any inquiring vendor of the reason(s) why it was not awarded the RFP.

2.6 TERMS BINDING ON THE VENDOR

Following the date for submission of proposals and prior to contract award the RFP shall be binding upon the vendor in all respects for a period of 120 days.,

2.7 RFP SCHEDULE

Listed below are the key steps and dates for this RFP process:

- | | |
|---|-----------------------------|
| • SUD electronically distributes RFP to the vendors | 31 st March 2010 |
| • The vendor confirms receipt to SUD | 1 st April 2010 |
| • All inquiries regarding RFP due by close of business | 4 th April 2010 |
| • The vendors' deadline for submitting responses to RFP | 6 th April, 2010 |
| • Evaluation and Negotiation | 12 th April 2010 |
| • Management approval | 14 th April 2010 |
| • Information to Vendor | 15 th April 2010 |
| • Contract & SLA signing | 16 th April 2010 |

2.8 SUB-CONTRACTING

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the vendor directly employing their employees, and there shall not be any sub-contracting done by the vendor.

2.9 ACCEPTANCE OF PROPOSALS

SUD reserves the right to modify the terms of the RFP at any time at its sole discretion. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more TPA vendors, but there will be no obligation to receive further information, whether written or oral, from any vendor or to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. SUD is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

2.10 EVALUATION AND SELECTION

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Subject to the result of reference checks being satisfactory, it is the intent of SUD to enter negotiations with the vendor who has the highest overall ranking. All such proposals will be put up to Outsourcing committee with recommendations for final approval

2.11 ACCEPTANCE OF TERMS

All the terms and conditions of this RFP shall be deemed to be accepted by the vendor and incorporated in its proposal unless specifically notified otherwise.

2.12 OWNERSHIP OF PROPOSALS

All documentation, including proposals, submitted to SUD will become the property of SUD.

2.13 USE OF REQUEST FOR PROPOSAL

This document or any portion thereof, is the property of SUD and may not be used or copied for any purpose other than the submission of the vendor's proposal.

3.0 PROPOSAL PREPARATION

This section defines the proposal preparation and submission procedures, which are to be followed by all the vendors. The vendors are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

3.1 PROPOSAL FORMAT

Evaluation of proposals is made easier when the vendors respond in a similar manner. The following format and sequence should be followed in order to provide consistency in the vendor response and ensure each proposal receives full consideration.

- a) Title page, showing 'RFP Response – Intranet Development for SUD Life, the vendor's name and address, closing date and time, The vendor's telephone number, email address and name of contact person. For the electronic version, this information can be included in the body of the email response, or as an attachment.
- b) One page letter of introduction identifying the vendor and signed by the person or persons authorised to sign and bind the vendor to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. For the electronic version, this information can be included in the body of the email response, or as an attachment.
- c) Please follow the format attached to this RFP, for putting the answers in the text box immediately after sections requiring responses. Please do not enter any information into any part of this document other than the boxes provided. The boxes will expand to accommodate responses of any length.
- d) Any additional information, brochures, etc., can be provided at the discretion of the vendor and should be clearly labelled and separately attached.

3.2 NOTIFICATION OF CHANGES

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals. SUD Life also reserves the rights to cancel the RFP at any stage.

3.3 CHANGES TO PROPOSED WORDING

The vendor will not be permitted to change the wording of its proposal after submission to SUD. No words or comments will be added to the general conditions or detailed specifications unless requested by SUD for the purposes of clarification.

3.4 THE VENDOR'S EXPENSES

The vendors are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with SUD, if any.

3.5 COMPLETENESS OF PROPOSAL

By submission of a proposal, the vendor warrants that all components required to manage the activity have been identified in the proposal or will be provided by the Company at no charge.

4.0 REQUIREMENTS

4.1 CRITERIA

The following criteria form the basis upon which evaluation of proposals will be made for SUD's Contract. Proposals will be assessed and graded against these subjects specifically as it relates against the vendor's understanding of the requirements as well as against other vendor's capabilities. The responses to each subject is to be submitted in the format embedded below, supported by other documents, wherever necessary.

4.2 TECHNICAL MODEL

Your proposal should include the following:

Particular	Weightage
Service Delivery model	10%
Experience in development of Intranet	15%
Intranet development for Life Insurance Companies	10%
Approach and methodology	10%
Project Methodology	40%
<ul style="list-style-type: none"> - Project plan / methodology in terms of on site or off site support etc. - Overall timelines for setting up - Intermediate deliverables and phasing 	
Total Existing Life Insurance/BFSI Clients in India	15%

4.3 PRICING MODEL

Development Cost -

Yearly Technical Support Cost -

Rates for the Services are to be quoted on the basis of following assumptions:

- A) Inclusive rates for all proposed professional services
- B) Separate head for Taxes [if applicable].
- C) No lodging and boarding charges to be included in the pricing model for the services sought in Mumbai, New Mumbai and Thane District.
- D) Pricing should be inclusive of all working days as per SUD work Calendar not vendor's work calendar.
- E) Vendor should not be billing SUD for any preparation for the assignment under consideration from SUD.

4.4 TECHNO-COMMERCIAL SCORING

The commercial bid of the technically shortlisted bidders will be opened and the bidders will be ranked as L1, L2, L3, etc on the basis of their prices offered (final offered price will be calculated on the basis of weighted average of prices for various items mentioned in BOM).

There would be a weight-age of 70% to the Technical score and 30% for the Commercial price. The maximum marks (Total score) for Technical and Commercial proposals would be 100. It would be normalized as under for each bidder:-

$$\text{Total Score} = 0.7 \times T(s) + 0.3 \times F(s)$$

Where;

$$F(s) = (LP / BP) \times 100$$

Acronyms:

- T(s) stands for technical score out of 100 for the bidder.
- F(s) stands for percentage of a bidder's commercial price compared to the lowest quoted price among the bidders whose commercial bids are opened.
- BP stands for Bidder's price.
- LP stands for lowest price among all the bidders.
- The proposals will be ranked in terms of Total Scores arrived at as above.

The proposal with the highest Total Score will be considered first for award of contract and will be invited for price and contract negotiation.

By Signing below, vendor agrees and acknowledges the following SUD requirements related to its participation in the RFP process, including:

INTENT TO BID

Vendor intends to bid and will participate and follow the processes and requirements outlined in this RFP.

CONFIDENTIALITY OF PROPOSALS

Vendor understands and will abide by confidentiality requirements as outlined. This RFP is both confidential and proprietary to SUD and is solely for your company's use in preparation of a proposal. This RFP, as well as any information disclosed by SUD to your company, is subject to the terms and restrictions outlined below.

In connection with the RFP SUD is providing you with various operational, personnel, and other information that SUD deems proprietary and confidential. Such information is being furnished to you on a confidential basis to be used by you only in connection with your preparation and submission of a proposal in response to this RFP. You agree that such information will be kept confidential and will not, without prior written consent of SUD, be disclosed by you in any manner whatsoever, in whole or in part. The information will not be used in any manner other than in connection with the preparation and submission of your proposal SUD. You further agree that you will not solicit or attempt to solicit any office, employee, or representative for any business outside of the submission of your proposal in response to this RFP.

In addition, you will be responsible for any breach of this confidentiality, non-disclosure, and non-solicitation agreement by your agents, employees, and representatives. Moreover, you agree to transmit the information only to your agents, employees, and representatives who need to know the information for the purpose of preparing and submitting your proposal to SUD, and who are informed of the confidential nature of the information. Should SUD elect not to do business with you, you will return all materials supplied by SUD as soon as possible and in any event, upon request.

This proprietary information and the materials contained herein will not be photocopied, reproduced, or distributed to others at any time without the prior written consent of SUD.

The submission of an RFP response expressly indicates that you are in agreement and will comply with the terms stated above. All materials submitted by your company become the property of SUD and will not be returned.

NON DISCLOSURE OF SUD INFORMATION

Vendor understands and will abide by non disclosure requirements as outlined.

_____ Vendor Company Name	_____ Vendor Company Location
_____ Name of Approving Authority	_____ Signature of Approving Authority
_____ Title of Approving Authority	_____ Date Signed

Should the vendor choose not to respond to this RFP, please return all materials and any duplicates thereof at: - Star Union Dai-ichi Life Insurance Co. Ltd.,
11th Floor, Raghuleela Arcade,
Opp. Vashi Rly. Stn., Sector 30 A,
Vashi, Navi Mumbai – 400 703.