Scope of Work Printer & Scanner support.

Objective

The objective of the Team is to be the single point of contact for all the needs of printer and scanner L1 troubleshooting with IT services organization and to record and manage printer & scanner life cycle.

Scope

The Support caters to the printer & scanners device users through the following services:

- Call registration & resolution related to software issue.
- Call registration & resolution with warranty & AMC vendor for hardware issue.
- Call registration & resolution related to firmware upgrade.
- Coordination with procurement team for end of life and Support devices.
- To maintain KBA's & SOP and review quarterly.

List of Deliverables

Printer & Scanner Management.

The above lists of activities are to be carried out by the resources but not limited to the above

Printer & Scanner Support Services and Resources

Type Of Service	Printer & Scanner Support Services
Contract Period	As per RFP
Mode of Delivery	On-Site
Qualification of Resources	Graduate from Science/Engineering/Computers or equivalent
Services window	12 * 7, The Support team would be working on all working days of SBI Life irrespective of the vendor's holiday list.
Offsite Resource	Vendor needs to provide & adjust staffing at intervals during this engagement in order to maintain an adequate staffing ratio to call volumes & SLA. Manpower may need to be increased depending on the SBIL's requirement for specific period.
Experience of the resource	Engineer – 1 to 2 years IT experience
Backup resource	Backup resource to be maintained by the vendor to ensure consistency of service
Eligibility	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.

1.1. Service Level Agreement (SLA) Guidelines

TAT Matrix:

Business Critical months (Dec, Jan, Feb, Mar): Additional Resources for the business-critical months may require enabling support business needs for which existing rates will be applicable on pro-rata rates.

Type	Severity	Response TAT	Resolution TAT
Incident	**10 min**	**30 Min**	**30 min**
	Critical	5 min	15 min
	High	10 min	30 min
	Medium	15 min	45 min
	Low	30 min	2 hr
Work Order	**2 hrs**		

*Mon - Sat 9 AM to 9 PM