# Scope of Work for Vendor Management

## Objective

In SBI Life the asset used were procured from various vendors like, Dell, HP, Lenovo etc. There are certain assets are in warranty with respective OEM. If one of those assets is not working or were found faulty, it is required to interact with Vendor / OEM for repairs / replacement of that asset. Hence on behalf of SBIL selected bidder required to do the coordination till closer of the call & making that asset working.

## Key Responsibilities

- Support person need to check the asset details such as machine's serial number / Asset tag with master inventory provided by SBI Life and process accordingly for AMC or Warranty support.

- If incase asset is not able to find out in master inventory, then it need to be check with SBI Life – IT Asset Manager with all required details as Serial number / Asset Tag / User Employee code / Location. Support person can process the call once the confirmation receives by IT Asser Manager.

- If SBI Life – Procurement team is not able to confirm then it means it may be purchases / rented at regional level, Branch support team have to provide FMS support for the same. If required highlight concern teams for the AMC / Spare / Field support.

- Support team should provide FMS support for all assets supplied by SBI Life and have to follow up with vendors for the hardware support required.

- Once support person diagnosis issue is related with hardware then he /she need to log complaint with respective OEM (Original equipment manufacturer) and provide service request ID with Centralized Service Desk Team (CST) for the follow to arrange engineer from vendor.

- CST will track vendor support team and inform CST engineer once vendor's engineer is available at site for the support. Simultaneously, CST engineer will follow up with CST for the vendor engineer visit.

Note – Support person should not break seal without SBI Life / OEM's permission.

- CST has to follow up with respective vendors and CST support person till call closer and getting confirmation from user.

- CST need to highlight timely to SBI Life about the vendor service support performance.

- Support person also required to interact with various vendors for AMC, Warranty & spares for which detailed list will be shared at the time of handover from existing vendor.