

Scope of Work Printer & Scanner support.

Objective is to be reviewed

The objective of the Team is to be the single point of contact for all the needs of printer and scanner L1 troubleshooting with a 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.
Rates	Rates quoted are applicable for any addition of resources in future.

1.1. Service Level Agreement (SLA) Guidelines

TAT Matrix:

Description	Response Time	Service Window	Responsibility	Resolution time	SLA	Penalty
Printer & Scanner Support	10 Mins	12 X 7	Bidder's Primary Onsite Resource	1 hours	99%	Any short fall of resource will be penalized to double amount of per day payout and calculated on quarterly basis. For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (99%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 5% on quarterly billing value. Calculation will be done on the basis of our service desk tool

Business Critical months (Dec, Jan, Feb, Mar), 24x7 services: Additional Resources for the business critical months may require enabling support business needs for which existing rates will be applicable on pro-rata rates.