



Request for Proposal for

FMS & AMC of PCs, Laptops, Printers, LAN Switches with Centralized IT Service Desk, Remote Support Management & TAB Support for IT Assets in SBI Life & Onsite Resident Engineers support at SBI Life Branch offices

Reference: SBIL/Branch Support: 01/11/2021

LAST DATE OF SUBMISSION: 30/11/2021

Contents

1 Request for Proposal	3
2 Introduction	3
3 General Support.....	3
4 Scope of Work.....	4
5 Deliverables	4
6 Central Support Team (CST) & Field Support.	5
7 Resource availability and Criteria.....	6
8 SLA & Penalty Terms.....	9
9 Support Window.....	12
10 Project Transition.....	12
11 Escalation Mechanism.....	12
12 Annexure	13
13 PROPOSAL FORMAT	13
14 Bidding Process.....	14
15 BID Submission	15
16 Clarification relating to the RFP	16
17 Amendments to the Bid Document.....	16
18 Format and Signing of the Bid	16
19 Documents comprising the BID.....	16
20 Language of BID.....	17
21 Period of Validity.....	17
22 Correction of Errors.....	17
23 BID Evaluation	17
24 Duration and Condition of Engagement.....	17
25 Site Visits	18
26 Right to Verification & Audit	18
27 Domestic Presence of Bidders	18
28 Complete Proposals.....	18
29 Cost Break up	19
30 Payment Terms	19
31 Acceptance or Rejection of the Bid.....	19
32 Bidder Indication of Authorization to Bid.....	19
33 Subcontracting	19
34 Award of Contract.....	19
35 Signing of Contract.....	19
36 RFP Ownership	20
37 Proposal Ownership.....	20
38 Service Level Agreement (SLA) Guidelines	20
39 Time lines for completion and penalty.....	20
40 Bidder Status.....	20
41 Confidentiality.....	20
42 Non-Disclosure Agreement.....	20
43 Performance Guarantee	20
44 Intellectual Property Rights.....	21
45 Solicitation of Employees	21
46 Indemnification.....	21
47 Arbitration	22
48 Force Majeure.....	22
49. MISCELLANEOUS:	22

1 Request for Proposal

This Request for Proposal (RFP) is being issued by SBI Life Insurance Co Ltd (hereinafter referred to as SBIL) inviting proposals (technical and commercial) for AMC of PCs, Laptops, Printers, and Switches with Remote Management Service Desk & TAB support for IT Assets in SBI Life & Onsite Engineers.

The time schedule for various activities is listed below:

Activity	Date
Release of RFP	01/11/2021
Query from bidders acceptable up to	17/11/2021
Response to queries by Email	22/11/2021
Pre-bid meeting with response to the queries	25/11/2021
Submission of proposal (Technical & Commercial)	30/11/2021
Presentation from the short-listed bidders	03/12/2021

This RFP is not an offer by SBIL, but an invitation for Bidder response. No contractual obligation whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed by the duly authorized signatory of SBIL and the successful Bidder.

2 Introduction

SBI Life Insurance ('SBI Life' / 'The Company'), one of the most trusted life insurance companies in India, was incorporated in October 2000 and is registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001.

Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions. Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service.

SBI Life strives to make insurance accessible to all, with its extensive presence across the country through its 947 offices, 17,333 employees, a large and productive individual agent network of about 169,006 agents, 57 corporate agents, a widespread bancassurance network of 14 partners, more than 29000 partner branches, 107 brokers and other insurance marketing firms.

For more information, please visit our website - www.sbilife.co.in

SBIL solicits offer from reputed Companies for FMS & AMC of PCs, Laptops, Printers and Switches. Remote Support Management for IT Assets under AMC & Warranty, Remote Support Engineers and TAB Support & Onsite Resident Engineers in SBI Life branch offices for a period of 3 years with pro rata inclusion of assets which will move from warranty to AMC support.

SBIL reserves the right to amend, modify, add, delete, accept or cancel in part or full any conditions or specification of all proposals/ bids, without assigning any reason thereof at any time during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation processes.

3 General Support

Enablement of SBI Life in setting up a full-fledged IT Service Management functions, adhering to ITIL framework.

Selected bidder's support team will be seating at SBIL's Belapur office for handholding & understanding the setup till MPLS infrastructure gets ready at Bidder's location. Temporary 8

seats will be made available to selected bidder at SBIL's Belapur office & 2 seats at current vendor's site.

Service Delivery Model:

1. Core delivery team/Remote support engineer should be Offsite at selected vendor location. SBI Life will provide Service desk agent license, Call Logging software and Agent telephony system licenses for functioning of Service desk operations from Vendor's site.
2. Vendor's Remote Infrastructure Management (RIM) center preferably located in Navi Mumbai or in Mumbai or in Thane. With availability of parallel or alternate BCP Site.
3. All resident engineers for Regional Offices, Processing Centers will be onsite at respective Regional Offices, Processing Center officers. However, Team Leaders and project managers will be placed at SBI Life's Belapur Office. 24x7 support team for SBIL's DR support will be placed onsite at Ctrl-S, Data center, Hyderabad.
4. SBI Life would only provision seating arrangement for max 6 people at Belapur office.
5. Any additional resource required to deliver the project should seat out of Vendor premises at no extra cost to SBI Life.
6. SBIL like to discovered the consumables prices as per Annexure F. SBIL Consumables Rate Discovery and may negotiate if required. Same will be rediscovered yearly till end of contract.

4 Scope of Work

SBIL is looking for Comprehensive Annual Maintenance Contract (AMC) for all the equipment's as per **Annexure-A** and engagement of Resources for Remote support, On-site resident engineer support & on call support.

It will be the responsibility of the selected Bidder to ensure availability of a pool of spares to service the assets within the resolution time spelt out elsewhere in this RFP. The AMC should cover the cost of replacement and the related labor charges.

The detailed Scope of Work is enclosed in annexures which is exhaustive but not comprehensive as under:

Annexure A.1 Eligibility criteria

Annexure B.1. SoW_Remote Support Engineer

Annexure B.2. SoW_Centralized IT Service Desk

Annexure B.3. SoW_Vendor Management

Annexure B.4. SoW_Onsite support at Processing Center, Regional Offices & DR

Annexure B.5. SoW_Audit & IT Security Compliance Management and Mandatory Information Security Requirements.

Annexure B.6. SoW_TAB Support.

Annexure B.7. SLA_SOW_Printer & Scanner Support.

Annexure C. SoW_Comprehensive AMC.

Annexure E. SoW_WAN Connectivity

Annexure F. SBIL_Consumables Rate Discovery

Annexure G. Declaration for Compliance to Laws of the Land.

Annexure H. Policy on Information security Requirement for Third Party (To be Submitted post placement of order on selected Bidder)

BG verification for all employee stationed SBI Life (To be Submitted Post Placement of Order)

5 Deliverables

The vendor will perform the activities at SBI Life offices as per Scope of Work mentioned in Annexure B.1 to B.7. The deliverables consist of 4 major sections as below:

- i) Central Support Team to provide IT support to branch offices remotely. Unresolved calls through remote support to be dispatched to field FMS support through arrangement of on-site support. The deliverables and resource requirements will be as per Scope of work as per Annexure- B.1, Annexure- B.2 and Annexure- B.3.
- ii) Onsite engineers at 26 locations of SBI Life. (26 RPC & RO locations + 1 DR site). The deliverable and resource requirements are as per Annexure- B.4. The locations can increase or decrease depending upon requirement during the tenure of the agreement.

- iii) Onsite comprehensive AMC support for IT assets across India including complete vendor management of all IT assets procured by SBI Life and all assets under warranty. Deliverable are as per Annexure- C.
- iv) Audit & IT Security Compliance Management Deliverables are as per requirement defined in Annexure B.5 SoW_Audit & IT Security Compliance Management and Mandatory Information Security Requirements
- v) Offsite Tab support deliverables as per Annexure B.6
- vi) On site Printer & Scanner Support deliverables as per Annexure B.7.

6 Central Support Team (CST) & Field Support.

The Central Support team consist of TAB, Compliance, Printer & Scanner support.

The selected bidders have to maintain the resource count on the basis of call volume, technical expertise of support team and from service desk. During the contract, the resource count may be increase or decrease depending upon call volume. This will be the prerogative of the vendor to achieve the SLA and SBI Life will be measuring the SLA only. The following team members will be stationed at SBI Life premises:

- 1 Project Leader.
- 2 2 L2 Team Leaders.
- 3 2 L1 & 1 L2 compliance support,
- 4 1 L1 Printer & Scanner support.

Detailed Scope of work for CST & field– FMS support is elaborated in Annexure B.1, B.2, B.3, B.5, B.6 & B7 are applicable to AMC & Warranty IT assets. Key summary points are mentioned as below

- First call resolution (FCR) for Incident and Service request calls from Remote Support is to be 85% or more.
- Remote Support calls should be resolved within 30 min. Any call remains unresolved beyond 30 minutes by remote support team should be dispatched to field support or to be attended when there is no call on remote support on same day.
- Same day on site resolution to be provided to the branches where onsite resource is present in the branches. Any deviation to onsite resolution will be treated as a breach and penalized as per penalty clause.
- Installation, update and upgrade of OS & security patches, during first installation and rebuild during troubleshooting. If rebuild requires then backup and restoration of user data (eg OS upgrade windows 10 to windows 11).
- Endpoint operational application support for installation, update, upgrade and troubleshooting of Antivirus software, MS Office, messaging client (Lotus Notes, web-client) or in use application for desktop and laptop. This list of software is comprehensive but not exhaustive and there can be more software added to the list in future as per the requirement of the organization.
- Understanding local LAN cabling issues up to network switch level and troubleshooting support. This will also include providing additional support for re-cabling as and when required, for which separate commercial approval on a case-to-case basis will be required.
- Bidder has to arrange engineer for disconnection & reconnection with power ON of IT assets, network and IT security equipment's under warranty & AMC (E.g. Router/Switch/UTM devices/Desktop/Printer/ etc....) in case of asset shifting from one branch to another or in shifting in new premises upon advance 2-day intimation request will be placed by SBI Life.
- On-site field support to CNST- Central Network Support team for outage of link if required for testing on router or on LAN, CAST or any other central team during any outage
- Onsite service support for installation, configuration and troubleshooting of VPN client, NAC Client, checkpoint UTM device (Software based / device based).
- The bidder should deploy manpower at their site for remote infrastructure management of the PCs, Laptops, Printers and other IT equipment's (including network & IT security) under warranty & AMC in approximately 900+ branches. It should be noted that the aforesaid numbers can undergo change due to change of location, split-up of offices and / or incorporation / opening of new offices. Apart from this there can be mobile Laptop users who may sit at SBIL offices who would also be covered under the ambit of this support.
- It is expected that the Remote team would take control of the devices connected on the network at the remote location for the purpose of debugging and diagnosing the problem

and resolve the same as a first call effort. If the first call effort undertaken fails, it is expected that the Bidder would arrange for engineer dispatch to the location for early closure of the call within the stipulated time limits mentioned in SLA at NO extra cost.

- It should also include:
 - Installation of Operating System upgrades at least once in a year as per OEM
 - Installing version upgrades of existing software's
 - Anti-virus installation or subsequent upgrades.
 - Re-installing or re-configuring the anti-virus, in case auto updating.
 - Any agent installation, configuration & troubleshooting (BMC, DLP, NAC etc.)
- Onsite service support for domain & network migration as and when required.
- Onsite service support for configuration and troubleshooting of VPN client/checkpoint UTM device. (Software based / device based).
- Domain addition /migration/ deletion /workgroup management of end assets should be done as required or asked by SBIL.
- All audit findings of branches have to be closed with high priority.
- All Preventive Maintenance to be done physically once in quarter.
- Knowledge base management – Frequently Asked Questions and Known Error Database. Known error database to be given by Vendor for frequently occurring problems / known errors.
- Wherever asset is found in SBI Life branches, first support to be provided upon call logging irrespective of asset is there in the asset list or not.
- Bidder has to update asset inventory in case of replacement of any asset under AMC & Warranty support, update to SBI Life. Support to be continued as per the existing assets. (Total count of assets remains unchanged only the serial number may differ).
- On-site FMS support to be provided for warranty assets supplied by SBI Life – procurement team in branches across India. Please refer Annexure A for the warranty asset details, expected growth of warranty assets are 15% annually and new branches is 10% per annum. Support to be provided as per the SoW mentioned in RFP.
- Bidder has to arrange engineer as and when support is required for connection of projector and video conferencing devices during top management meet across India.
- Any other IT related activity for which the Vendor would be duly guided and / or trained by SBI Life.
- If Any call is raised for IT assets available in branch office, the engineer should visit the branch & provide the resolution without any additional cost to SBIL.

7 Resource availability and Criteria

- All head counts of Resident Engineers and onsite support staff should be maintained through the life cycle of contract period irrespective of leaves being granted, pre-approved or in cases of any exigencies. Head count maintain based on past experience and call ratio.
- RE, TL & PM leaves should be approved by SBI Life official. All short and long leaves should be pre-approved. Backup resource should be provided with equivalent skill and experience.
- Leaves for more than a week's time should be pre-approved one-week times and backup resource should report on site before one day and take handover from relievers'
- It is mandatory to conduct and submit Background (BG) verification of every supplied resource at SBIL site.
- It is mandatory and in the scope of bidder to ensure that all their resources are trained as per scope of work and oriented with the work culture of SBI Life.
- It is mandatory for bidder to conduct training in every quarter of their resource to ensure adoption of best practices, current trends, and compliance requirement of SBIL and avoidance of any material breach or damage.
- SBIL reserves right to increase or decrease the number of Resident Engineers by giving one-month prior notice at any location. For addition /deletion of resource the same rate as quoted in RFP will prevail.
- For all employees, be it resident engineer or staff resident at vendor premises the laws of the land including the Labour laws will be complied with and the shortlisted bidder undertakes to comply with the same and absolve SBI Life from any resultant implication arising out of violation of the same.

RFP for Branch IT Support

Resource criteria for Central support team are as mention below.

	Project Leader	Team Leader for Remote, Service desk & Any Activity	Centralized IT Service desk	Remote Engineer's
Contract Period	As per RFP	As per RFP	As per RFP	As per RFP
Mode of Delivery	On site	On site	OFF Site	OFF Site
Qualification of Resources	Diploma/ Degree / B Tech from Engineering & Graduation from Computers field	Diploma/ Degree / B Tech from Engineering & Graduation from Computers field	Any Graduation from Computers field	Diploma/ Degree / B Tech from Engineering & Graduation from Computers field
Certification	ITIL - Service delivery is Mandatory	ITIL can be added advantage		
Services window	As per RFP clause no 9.	As per RFP clause no 9.	As per RFP clause no 9.	As per RFP clause no 9.
Onsite Resource	1 No. of Onsite resource required at Belapur-SBI Life	2 Nos. of Onsite resource required at Belapur-SBI Life		
Experience	8 + year	5 + Year	2 + Year	2 + Year
Eligibility	All resources will be interviewed by SBIL & if found suitable then only accept for services	All resources will be interviewed by SBIL & if found suitable then only accept for services	All resources will be interviewed by SBIL & if found suitable then only accept for services	All resources will be interviewed by SBIL & if found suitable then only accept for services
SOW	End to End service delivery including the management of Resources in CPC and branches, remote support mgmt., field, AMC, Warranty support, audit and compliance.	End to end solution provider to end user to maintain uptime, leader for execution of technical activities carried out, Improvement on faster resolution and to maintain TAT. Annexure B.5. Annexure B.7.	Refer Attachments Under Annexure B.2. SoW_Centralized IT Service Desk. Annexure B.6. SoW_TAB Support.	Refer Attachments Under Annexure B.1. SoW_Remote Support Engineer Annexure B.5. SoW_Audit & IT Security Compliance Management and Mandatory Information
Location	Belapur – SBI Life	Belapur – SBI Life	Bidder's Site	Bidder's Site
Category *	Skilled	Skilled	Skilled	Skilled

Resources Criteria for Onsite Resident Engineer support in Regional Office, Processing Centre & DR site.

Type of services	Disaster Recovery	Branch IT Support
Contract Period	As per RFP	As per RFP
Mode of Delivery	On-Site	On-Site
Qualification of Resources	Degree or Diploma from Engineering & Computers field. Graduate in Science stream.	Degree or Diploma from Engineering & Computers field. Or Graduate in any stream with adequate experience in handling the IT Support
Certification	Any Microsoft certificate with relevant experience will be desirable.	Any Microsoft certificate with relevant experience will be added advantage.
Service Window	24*7*365	9 am to 9 pm*6 days. Extended hours or support on working or holidays as per SBIL Business requirement.
Onsite 37 Resources	4 Onsite resource	26 onsite engineers at RO & RPC. 2 Team Leaders, 2 L1 Compliance engineer 1 L2 compliance engineer, 1 L1 printer & scanner support 1 Project manager at CPC Belapur.
Experience of the resources	Engineer – 2 to 4 years in managing servers & certifications will be added advantages.	Engineer – 2 years + certifications Project manager: 5 years + certification + 2 years' relevant experience in team handling. Prince2 or PMP can be added advantage. Team Leader: 5 years + certification + 2 years' relevant experience in team handling. ITIL can be added advantage. The TL should be seating at CPC managing all branch engineers. SoW for TL is as similar as mention above.
Eligibility	All resources will be screened by SBIL & if found suitable then only hired by Bidder.	All resources will be Screened by SBIL & if found suitable then only hired by Bidder.
Locations	Hyderabad DR Site & any other site within India if shifted as per SBI Life	Mumbai_RO, Ahmadabad_RO, Bangalore_RO, Bhopal_RO, Bhubaneswar_RO, Chandigarh_RO, Chennai_RO, Trvandum_RO, Guwahati_RO, Hyderabad_RO, Jaipur_RO, Kolkata_RO, Lucknow_RO, New_Delhi_RO, Patna_RO, Vijayawada_RO, Bangalore_RPC, Bhopal_RPC,

		Bhubaneswar_RPC, Guwahati_RPC, Hyderabad_RPC, Kolkata_RPC, Lucknow_RPC, New_Delhi_RPC, Patna_RPC, Cochin_RPC,, CBD Belapur
SOW	Refer Attachments Under Annexure B.4 Onsite support at Processing Center, Regional Offices & DR.	Refer Attachments Under Annexure B.4 Onsite support at Processing Center, Regional Offices & DR. Annexure B5 for Compliance & B.7 for Scanner & Printer Support
Category*	Skilled	Skilled

* The Category of the resource is meant towards compliance to the Labour Laws and the bidder should necessarily comply to the Wages Act / Labour Laws / PF and ESI regulations prevailing in the area where the services are being provided. A declaration to this effect is to be provided as a part of the proposal in the format mentioned below: Annexure – G: Format to be printed on letter head, signed and stamped.

8 SLA & Penalty Terms

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information on the service provided can be made available to customer and support areas.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by SBI Life - IT.

Service level monitoring will be performed by SBI Life-IT on a daily basis and reports produced and reviewed on a monthly basis.

- The Penalty will be imposed in case of non-compliance to the SLA against each service type.
- SLA / Penalty will be discussing and calculate in monthly review meeting and calculation will be finalize on quarterly base invoice with summary of three months SLA.
- SLA will be measured for each service type independently and accordingly penalties will be imposed as defined however overall penalty is capped to 10% of quarterly invoice.
- Any violation mentioned response and resolution time will be counted on default on SLA. All the defaults at month end will then be calculated to arrive at applicable proportionate penalty, on breaching agreed up-time by VENDOR.
- SBI Life will levy penalty on default in percentage proportionate to arrive at penalty amount not exceeding maximum of 10 % of quarterly payable fees and maximum tolerance to permissible breach is 5% of mutually agreed grace default for one month.
- In event of permissible breach occurrence for consecutive 3 months may call for management review by SBI Life (VP and above) and VENDOR (Country head or vertical head) for review and commitment for service improvement within next 30 days otherwise contract may be cancelled and PBG will be in-cashed.
- Penalties for each Scope of work to be calculated on the basis of SLA/ TAT/ Response/ Resolution mentioned in that RFP and same will be calculated basis on each service.
- For S1 severity calls to close maximum by 1 hr. (excluding external dependencies) else penalty 1 % of the Order value per hour of delay beyond the resolution time stipulated, maximum up to 5% of the order value for a month.
- Bidders Back office team of experts will be supporting the on-site resource all time & if Severity I problem occurs & the problem not resolved within 30 min then bidders back office expert should visit the site within 2 hours.

RFP for Branch IT Support

Sr. No	Service Type	Agreed SLA	Penalty
1	Centralized IT Service Desk	98% calls to be handling, logging and assigning as per defined TAT productivity in Annexure B.2. & Annexure B.6	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (98%), 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 inbound call center tool.
2	Remote Support Calls	85 % Calls to be resolved as per TAT productivity in Annexure B.1	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (85%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 5% on quarterly billing value.
3	Comprehensive AMC / Soft Support calls	99% Onsite comprehensive AMC and Soft (FMS) support calls to be responded on same day and resolution to be provided on next business day.	<ul style="list-style-type: none"> • For Printer (Soft & Hardware calls) - A penalty of Rs 500/- per day will be levied by the SBILife on the company for failure to resolve an incident or provide standby for downtime exceeding SLA commitment. • For Desktop / Laptop (Soft & Hardware calls) - A Penalty of Rs 200/- per day will be levied by the SBIL on the Company for failure to resolve an incident or provide standby for downtime exceeding SLA. <p>The penalties will be for the delay on daily basis beyond the stipulated downtime is applicable maximum up to 10% on the quarterly billing value</p>
4	Onsite support at Processing Centers, Regional Offices & DR	99 % calls are to be closed in as per defined TAT in Annexure-B.4	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (95%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 10% on quarterly billing value.
5	Preventive Maintenance (PM)	100 % PM to be done in 90 days cycle	Penalty of Rs. 500/- per asset (desktop / laptop) will be imposed by the SBI Life on the service provider for failure to complete quarterly preventive maintenance of all IT assets available in branch. Maximum penalty applicable up to 10% on quarterly billing value.
6	Redundant WAN connectivity	99.9% uptime of redundant WAN connectivity.	Rs. 20,000/- per hour for uptime <99.9% Maximum up to 10% of quarterly contract value.

Exclusion - Any consumable for which approval is required from SBI Life, Physical Damage

Severity definition for Incidences.

Type of Severity	Definition	Response Time	Resolution Time
S1 - High	An incident that affects entire site or all users in a specified branch, Processing Centre or DR site. E.g. Server Down, domain controller down, Server Virus attack, an incident that affects a VIP user. Critical system component failed severe business disruption. (Approximate 140 VIP Users across India and list will be share on 1 st day of contract)	10 Min.	30 Min*
S2 - Medium	An incident that affects a group of users. Major business disruption. Impacting services provision of business / financial loss	15 Min	45 Min*
S3- Low	Minor disruption. An incident / service request that affects a single user.	30 Min	2 Hrs.*
S4- Planned Activity / projects	These are basically the planned tasks, which might involve multi vendors and are expected to take time to complete the tasks	1 Hr.	4 Hrs.*

* Excluding dependency on external factors.

For calculating SLA, the following matrix will be used:

Sr. No	Service Type	Agreed SLA	Achieved SLA in quarter (Average of three months)
1	Centralized IT Service Desk	98%	
2	Remote Support Calls	85%	
3	Comprehensive AMC / Soft Support calls	99%	
4	Onsite support at Processing Centers, Regional Offices & DR	99%	
5	Preventive Maintenance (PM)	100%	
6	Redundant WAN connectivity	99.9%	

Measurement Matrix

Response time

$[(\text{No. of incidents \& service request responded within stipulated response time}) / (\text{Total number of incident \& service requests received in month})] * 100$

Response time

$[(\text{No. of incidents \& service request resolved within stipulated response time}) / (\text{Total number of incident \& service requests received in month})] * 100$

Performance Management

Customer C-SAT survey will be conducted by SBI Life every half yearly to measure satisfaction of given services and bidder has to achieve 5 overall score on the scale of 1 to 6 where 1 is

poor support and 6 is excellent. Performance below 3 is not acceptable and calls for review with higher management meeting of bidder.

9 Support Window

Support Window (Service Coverage)

Off-site Resource: Monday to Working Saturday: 9:00 AM to 9:00 PM
 Onsite Resource: Monday to Working Saturday: 9:30 AM to 6:30 PM.
 DR Site: 24x7x365

- SBIL may require a larger time window as per SBIL business requirement including holidays & month ends for which prior notice will be given by SBIL.
- Business critical months, 24x7 services: Additional Resources for the business-critical months may require enabling support business needs.
- The Support team would be working on all working days of SBI Life irrespective of the vendor's holiday list.

10 Project Transition

Bidder should have to arrange their transition team at least two months prior to the last date (31-March-2022) of existing service provider.

The rates for the transition period will be as per the discovered rates for first year as per the manpower supplied. Takeover process includes below terms:

- Technical knowledge.
- SBI Life Policy and process for service delivery.
- To understand IT audit and security compliances.
- To awareness of SBI Life functions and their management.
- To understand the critical applications/ users / business impacts / etc....

11 Escalation Mechanism

The Escalation matrix will be followed in case of any issues/problems not resolved within the acceptable service level agreements.

Level	Escalation Level 1	Escalation Level 2	Escalation Level 3	Escalation Level 4
S1	Escalation within 30 Min	Escalation after 1 Hour	Escalation after 2 Hours	Escalation after 3 Hours
	Program Manager	Regional Service Delivery Manager	Regional Business Manager	Head- Services
S2	Escalation within 1 Hours	Escalation after 4 Hours	Escalation after 8 Hours	Escalation after 16 Hours
	Program Manager	Regional Service Delivery Manager	Regional Business Manager	Head- Services
S3	Escalation within 2 Hours	Escalation after 6 Hours	Escalation after 12 Hours	Escalation after 24 Hours
	Program Manager	Regional Service Delivery Manager	Regional Business Manager	Head- Services
S4	Any activities need to be mutually plan with deadline. Escalation every after one business day as per the level defined above.			

12 Annexure

- Annexure A.1 Eligibility criteria
- Annexure B.1. SoW_Remote Support Engineer
- Annexure B.2. SoW_Centralized IT Service Desk
- Annexure B.3. SoW_Vendor Management
- Annexure B.4. SoW_Onsite support at Processing Center, Regional Offices & DR
- Annexure B.5. SoW_Audit & IT Security Compliance Management and Mandatory Information Security Requirements.
- Annexure B.6. SoW_TAB Support.
- Annexure B.7. SLA_SOW_Printer & Scanner Support.
- Annexure C. SoW_Comprehensive AMC.
- Annexure D.1 Branch Address Details for Support.
- Annexure D.2 Preventive Maintenance Guidelines.
- Annexure D.3 Non-Disclosure Agreement.
- Annexure D.4 Commercial Format.
- Annexure D.5 PBG_Format
- Annexure E. SoW_WAN Connectivity
- Annexure F. SBIL Consumables Rate Discovery
- Annexure G. Declaration for Compliance to Laws of the Land.
BG verification for all employee stationed SBI Life (To be Submitted Post Placement of Order)
- Annexure H. Policy on Information security Requirement for Third Party (To be Submitted post placement of order on selected Bidder)

13 PROPOSAL FORMAT

Bidders should ensure that their proposals clearly set out all the information requested. References to sales or any other literature should be avoided even if the literature forms a part of the proposal.

Bidders may provide additional documents, technical data relating to their proposals, but these must be presented in separate annexure. In addition to technical data, Bidders must supply background information about their own company's organization, size and financials for last 3 years Brochures/leaflets etc. should not be submitted in loose form. No modification should be made in formats/letters stipulated. Any change / modification /addition /deletion to the description will invalidate the document.

Bidders are requested to structure their technical proposals only as per format given. The suggested format for submission of technical proposal is as follows:

a. Technical Bid

The proposal should be submitted along with the following checklist duly mentioning the relevant details as per the attached with the RFP:

Section 1	1.1	Summary table of the total technical proposal with an index of pages/ sections
	1.2	Offer covering letter
	1.3	Bidder Profile and Eligibility Criteria
	1.4	Details of Support Centre
	1.5	Non-disclosure Agreement
Section 2	2.1	Confirmation of Compliance with Terms and Conditions stipulated in RFP.

1. **Additionally, please fill up the following table and attach along with the Offer Letter duly signed and stamped in the Technical bid: Please correlated with the document submission list mentioned.**

Document	Attached (Yes/No)	Compliance / Non-Compliance with Remarks
BIDDER PROFILE and ELIGIBILITY CRITERIA		Please mention any noncompliance on any specific point mentioned in the Annexure
Compliance to Scope of Work		Please mention any noncompliance on any specific point mentioned in the Annexure
SLA for Support		Please mention any noncompliance on any specific point mentioned in the Annexure
Commercial Format		Please mention any noncompliance on any specific point mentioned in the Annexure
PM Checklist		Please mention any noncompliance on any specific point mentioned in the Annexure
Compliance to all Terms and Conditions		Please mention any noncompliance on any specific point mentioned in the Annexure

*Major non-compliances and deviation from the laid down formats in this section can lead to disqualification.

c. Commercial Bid

Commercial Bid should be submitted as per Commercial Format enclosed in Annexure D.4.

Name of file is: Annexure D.4 Commercial Format.xls

The data should be filled in the .xls sheet in Unit value. Data is populated for uniformity in format however formulas of the sheet has to verify by bidder for correctness. Bidder has to print, sign and submit hard copy of commercial bid.

All rates would be fixed for the period of three years from the date of the Purchase Order.

The offer may not be evaluated by SBIL in case of non-adherence to the format or partial submission of technical details as per the format given in the offer.

SBIL shall not allow/permit changes in the technical specifications once it is submitted.

The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. All sections should be labelled for easy reference.

While the bidder may utilize services of sub-contractor(s) in providing implementation services to SBIL, the core project management activities have to be necessarily carried out by the bidder's own personnel:

Each and every site completed has to be visited and certified by the bidder's own quality inspection team and a quality certificate has to be submitted to SBIL.

14 Bidding Process

Instructions for Sealing and marking the Technical Bids

Tender responses in original shall be submitted in sealed envelope clearly identifying the BIDDER submitting them and shall be labelled "Tender Response for Request for Proposal AMC of PCs, Laptops, Printers, Switches with Remote Management Service desk & TAB Support for IT Assets in SBI Life"

The envelope shall be dated with the current date in the top right-hand corner. Documents Comprising the Technical Bid: The bid prepared by the bidder shall comprise the following components in the same order as given below, duly flagged with section name and number:

1. Cover Letter responding to this RFP.
2. Company profile and eligibility criteria are as per the Sections above which is included in this document.
3. Documentary evidence establishing the eligibility criteria such as copy of Financial Statement, certificate of auditors etc, with relevant sections duly marked.
4. Name and address contact details of the bidder with BFSI Clients details.
5. Proof of evidence for current legal entity in India.
6. Detail Filled Bid Response Forms
7. A clause - by- clause compliance for all conditions and specifications of RFP. A bid without clause-by-clause compliance of the Technical
8. Specifications, Commercial Conditions and Special Conditions shall not be considered.
9. Technical Solution proposal with detail technical literature and data sheets of all the products proposed under the solution.
10. Commercial Proposal in the prescribed Format.
11. Bidder should submit the 10% amount of total contract value as a performance bank guarantee (PBG) within 15 days from issuance of PO and should be valid for three-year period from contract date.
12. No interest is payable on the amount of PBG.
13. The bank guarantee should be issued by any scheduled commercial bank or any associate bank of SBI, other than SBI. A format for PBG is available in Annexure D.5 PBG Format
14. The bank guarantee will be valid for period of three years and retained by bank. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI will be accepted.

The Commercial Format should be filled using the format in Excel document enclosed only the cells which are available for data entry should be filled in. All other cells in the sheet will be computed. The bid prepared by the bidder shall comprise the following components:
The Commercial Bid Format duly filled in, in respect of all hardware/ equipment and services.
Price schedule should contain the unit prices also.
Price details of every component (AMC and Manpower) in the total solution.
All the rates or prices should be quoted in Indian Rupees only.
The commercial proposal should be submitted in a separate sealed cover along with the technical proposal.

15 BID Submission

The bidder should furnish, as part of its Bid, EMD of Rs. 5,00,000/- (Rs Five lakhs only) at the time of bid submission. The EMD should be denominated in Indian Rupees, and should be in the form of a Demand Draft/ Cheque issued by a Nationalized / Scheduled Bank, in favor of SBI Life Insurance Company Ltd.

EMD will be returned back to unsuccessful Bidder post selection of successful bidder. For successful bidder EMD will be returned on submission of Performance Bank Guarantee.

Bidders are not permitted to submit more than one bid. The Bidder has to offer the best solution available with him. The cost of bidding and submission of the bids is entirely the responsibility of the BIDDERS, regardless of the conduct or outcome of the tendering process.

Bids sealed in accordance with the Instructions to BIDDERS should be delivered before the time specified. Bids may be sent by registered post or hand delivered so as to be received at the following

Address:
AVP IT Support
SBI Life Insurance Co Ltd,
1st floor, Kapas Bhavan, CBD Belapur
Navi Mumbai.
Pin : 400614

Receipt of the bids shall be closed at 5:00 p.m. on the date mentioned above. Bids received after the time stipulated will not be considered by SBIL. SBIL will not be responsible for any delay due to postal / courier or any other means of delivery.

Bids submitted in consortium are strictly prohibited.

16 Clarification relating to the RFP

Written requests for clarification may be submitted to SBIL on or before the last date of submission mentioned elsewhere in this RFP. The response to all the clarifications will be provided only during the Pre-Bid meeting.

Request for clarification should be mailed by an official authorized by the Bidder to fmsrfp@sbilife.co.in

Both questions and responses will be circulated to all prospective Bidders; those have obtained this Tender Document.

Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

To assist in the scrutiny, evaluation and comparison of offers, SBIL may, at its discretion, ask some or all Bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the Bidder is required to give presentation on the solution offered.

Any clarification regarding the tender document and any other item related to this project should be raised in the pre-bid meeting. No clarification will be entertained after the pre-bid meeting.

17 Amendments to the Bid Document

Amendments to the Bid Documents may be issued by SBIL at anytime during the tendering process. Amendments to Bid Documents so made shall be deemed to form an integral part of the Bid documents.

18 Format and Signing of the Bid

The original and all copies of bid shall be typed or printed in a clear typeface. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the Bidder to the contents of the original response. The Commercial Bid should be signed by the authorized signatory and the company stamp should be affixed.

19 Documents comprising the BID

Bidders need to submit the documents comprising the Technical and Commercial Bids separately as detailed.

20 Language of BID

All bids and supporting documentation shall be submitted in English.

21 Period of Validity

The Bids shall be valid for a period of 180 days from the closing date for submission of the bid. All the prices, technical specifications and other terms and conditions of the offer proposed by the Bidder should be valid for a minimum period of 180 days.

22 Correction of Errors

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern and Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of SBIL, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

23 BID Evaluation

The Technical Bids will be evaluated as per terms against each clause of the Tender under different sections. The following aspects may be considered for evaluating the technical bids which is exhaustive but not limited to:

1. Eligibility criteria
2. Company profile,
3. Management capabilities of bidder
4. Bidder support facilities
5. Past experience of the company in similar lines of business,
6. Past experience of the SBIL with the Bidder
7. Reputation of the company,
8. Feedback from existing customers (Reference checking)
9. Distance of nearest support center from SBIL Offices
10. Technical features of the hardware/software offered,
11. Delivery & Implementation schedule,
12. Compliance with technical specifications laid down
13. Acceptance of terms and conditions laid down
14. Presentation from bidder

The selected Bidder(s) at the time of signing the service level or any other Agreement will have to bear the cost of Stamp duty.

Commercial bids will be opened only in respect of those bidders who have been shortlisted after technical evaluation.

Commercial bids of bidder will be compared for total 3 years costing (exclusive of taxes).

24 Duration and Condition of Engagement

SBI Life will engage and appoint the selected bidder for the project as detailed in the Scope of Work of RFP for the Objective and Description of the Project, in consideration of remuneration payable by SBIL to the vendor in terms of this RFP for a period of 3 years.

SBIL will reserve the right to terminate the services of the Vendor at any point of the Project with one-month notice period.

The quotation given by the Bidder will be exclusive of all taxes, excise and custom duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the Bidder to SBIL.

The price quoted should be exclusive of all, Central/State Government levies, taxes, sales tax, excise duty, custom duty, insurance charges, service tax, VAT, etc. excluding Octroi/Entry Tax, which, if any, shall be paid as per the actual on production of relevant documents, in original.

The charges of vendor such as travel within India, stay, conveyance etc. will not be paid extra.

The prices quoted by the Bidder shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the validity period of 180 days from the submission of proposal, Prices will remain fixed for the entire tenure of contract as per proposal value and issued PO by SBIL for the period of 3 years.

Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SBIL all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

SBIL reserves the right to re-negotiate the prices. if need be.

SBI Life reserves the right to renew the contract for further periods as per mutually agreed terms.

25 Site Visits

Visits to reference sites may be sought at the discretion of SBIL. Bidder shall arrange necessary permission for visit to customer sites, at mutually convenient date and shall allow SBIL to visit Bidder's own site, on request by SBIL.

26 Right to Verification & Audit

SBIL reserves the right to verify, any or all statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity to perform the job. SBIL reserves the right to audit the selected bidder's site from where support to SBIL is provided.

27 Domestic Presence of Bidders

The Bidders should have a presence in India during the entire period of contract.

28 Complete Proposals

The Bidder's proposal is subject to evaluation process. Therefore, it is important that the Bidder carefully prepares the proposal and answers the questionnaire completely. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder's interest in the project.

The Bidder is required to respond to the RFP only in the prescribed format. Under no circumstances, the format can be changed, altered and modified. All pages in the bid should be authenticated by a duly authorized signatory of the bidder under seal.

29 Cost Break up

The Bidder will provide a detailed price break-up of all items as called for as per the Commercial Format.

30 Payment Terms

Quarterly on a pro-rata basis at the beginning of the quarter.
Invoice payment will happen after 30 days' post submission of error free no query invoice.
The payment of last quarter will process after end of quarter.

31 Acceptance or Rejection of the Bid

SBIL reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of SBIL will be treated as final. The tenders not submitted in the prescribed format or incomplete in any aspect are likely to be rejected.

32 Bidder Indication of Authorization to Bid

Responses submitted by a Bidder to this RFP represent a firm offer to contract on the terms and conditions described in the Bidder's response. The proposal must be signed by an official authorized to commit the Bidder to the terms and conditions of the proposal. The signatory should have the authority to sign the above bid documents on behalf of the bidder.

33 Subcontracting

As per scope of the RFP the subcontracting can be done, but core & critical function (PM, TL & L2 resources) should be on pay roll of bidder.

34 Award of Contract

The acceptance of a Bid will be communicated in writing at the address supplied by the Bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified to SBIL.

35 Signing of Contract

The Bidder shall be required to enter into a contract with SBIL, within thirty (30) days of the award of the tender or within such extended period, as may be specified by SBIL. At the time of execution of the contract a Memorandum of Understanding (MoU) containing the terms and conditions necessary for the due performance of the work in accordance with the bids and acceptance thereof will be signed.

The Contract will be based on this RFP, modification arising out of negotiation / clarification etc, the bidder's offer document with all its enclosures and will include the following documents:

1. The Bidder's proposal in response – technical and commercial separately.
2. Modification to the proposal, if any, after negotiation / clarification.
3. Related Technical Specifications
4. Copies of the licenses, certifications etc.

SBIL reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract.

36 RFP Ownership

The RFP and all supporting documentation / templates are the sole property of SBIL and violation of this will be a breach of trust and SBIL would be free to initiate any action deemed appropriate.

37 Proposal Ownership

The proposal and all supporting documentation submitted by the Bidder shall become the property of SBIL.

38 Service Level Agreement (SLA) Guidelines

SBIL will avail services under an agreed SLA with successful Bidder. The detailed SLAs including uptime, response time and other requirements stipulated herein will be agreed at the time of signing the contract and will form a part of the contract

39 Time lines for completion and penalty

The selected bidder should commence the AMC activities and deployment of the necessary engineers for Remote Management at CPC before one month of contract period mention in RFP.

40 Bidder Status

Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with SBIL.

41 Confidentiality

This document contains information confidential and proprietary to SBIL. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of SBIL, the Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and SBIL would be free to initiate any action deemed appropriate.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from SBIL. Reproduction of this RFP, without prior written consent of SBIL, by photographic, electronic, or other means is strictly prohibited.

42 Non-Disclosure Agreement

The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall execute this Non-Disclosure Agreement, stamped as an agreement, and submits the executed document with the Technical Proposal.

Subsequently, at the time of the execution of the contract, the bidder will be required to enter into a detailed Non-Disclosure Agreement, the format for which will be provided later.

43 Performance Guarantee

The selected bidder would be required to submit a performance Bank Guarantee to the SBI Life for an amount equivalent to 10% of order value within 15 days of purchase order issue date. The performance guarantee would be for the entire period of the Contract. If the Performance guarantee is not submitted, the SBIL reserves the right to cancel the contract. The Performance Guarantee would be returned to the VENDOR after the expiry or termination of the contract. The bank guarantee should be issued by any scheduled commercial bank, other than SBI. A format for PBG is attached as per **Annexure D.5 PBG_Format**.

In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.

The Performance Bank Guarantee is required to protect the interest of SBILIFE against the risk of non-performance of the successful bidder in respect of successful implementation of the project which may warrant the invoking of Bank Guarantee (BG), also if any act of the supplier results in imposition of Liquidated Damages then the purchaser reserves the right to invoke the submitted Performance Bank Guarantee.

By submitting a proposal, the VENDOR agrees to promptly contract with the SBI Life for any work awarded to the VENDOR. Failure on the part of the awarded VENDOR to execute a valid contract with the SBI Life will relieve the SBI Life of any obligation to the VENDOR, and a different VENDOR may be selected.

All incident reports need to be sent out to SBI life along with root-cause analysis steps taken to prevent such incidents and mitigations observed.

44 Intellectual Property Rights

SBIL will own all intellectual property rights to all design, software and/or systems created specifically for implementation at SBIL under this contract. The Bidder shall fully protect SBIL from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes supplied by the Bidder.

45 Solicitation of Employees

Bidder will not hire employees of SBIL or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of SBIL directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis.

46 Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify SBIL against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If SBIL is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.

The Bidder shall also be liable to indemnify SBIL, at its own cost and expenses, against all losses/damages, which SBIL may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

The Bidder should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the Vendor shall indemnify SBIL and keep indemnified against any loss or damage that SBIL may sustain on account of any violation of patents, trademark etc., by the Vendor in respect of hardware, hardware components, system software, etc. supplied.

47 Arbitration

All disputes and differences of any kind, whatsoever shall be referred by either party (SBIL or the Bidder), after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of this contract, executed between SBIL and the Bidder. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Mumbai, India.

48 Force Majeure

The Bidder shall not be responsible for delay in delivery resulting from acts/events beyond his control provided notice for happening of such act/event is given by the Bidder to SBIL within 15 Days from the date of occurrence. Such act/ event shall include acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations superimposed after the date of order/ contract.

49. MISCELLANEOUS:

SBIL reserves the rights to alter, amend the RFP documents at their own discretion.

SBIL may suspend or cancel or withdraw the Bidding process at any stage, at their own discretion, without assigning any reasons whatsoever.

SBIL shall not be responsible for any delays in the delivery of bid documents to SBIL. The interested participants should ensure that the bid documents reach SBIL within the prescribed deadline.

If necessary, SBIL may require a technical presentation from the Bidders.

The Bidders should be compliant with all Statutes.

All the expenses associated with and incidental to the participation in the Bid shall be borne entirely by the BIDDERS themselves.

The information furnished in the bid documents should be complete, accurate, unambiguous and legible without any erasures or overwriting. Illegible or incomplete bids shall be rejected summarily by SBIL, at its sole discretion.

Bids submitted in consortium shall be rejected.

In respect of any matter pertaining to the Bidding process, the decisions of SBIL shall be final and binding.

The Bidders should correctly provide all the information in the BID documents and should clearly state whether they have been blacklisted by any Company or any Government Body or Department during the last 5 years.

The Bidder should provide details of the criminal cases filed against their organizations or Directors or Senior Management personnel during the last 5 years and the details of all the pending criminal cases.

Bids once submitted shall be final and no amendment shall be allowed subsequently

*****END OF RFP Document*****

Format for OFFER LETTER

The Chief Information Officer,
SBI Life Insurance Company Ltd.,
Central Processing Center
Seawoods Grand Central,
Tower 2, 8th Floor, Nerul
Navi Mumbai 400705

Dear Sir,

Heading:

We have examined the RFP for FMS & AMC of PCs, Laptops, Printers, LAN Switches with Centralized IT Service Desk, Remote Support Management & TAB Support for IT Assets in SBI Life & Onsite Resident Engineers support at SBI Life Branch offices

and we offer to agree to comply to the terms and conditions and technical specifications spelt out in the RFP, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

1. While submitting this bid, we certify that:
 - Prices in its bid have been arrived without agreement with any other bidder of this RFP for the purpose of restricting competition.
 - The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
 - We have not induced or attempted to induce any other bidder to submit or not submit a bid for restricting competition.
 - We agree that the rates / quotes, terms and conditions furnished in this tender will also be applicable to additional requirement or reduced requirement of SBIL.
2. If our offer is accepted, we undertake, after receipt of your order, to deliver, install and commission the services within 1month, post the release of the Purchase order. In the event of delay on our account, we are agreeable to the penalty as stipulated in the RFP.
3. We agree to abide by this offer till 180 days from the last date stipulated by SBIL for submission of bid, and our offer shall remain binding upon us and may be accepted by SBIL any time before the expiry of that period.
4. Until a formal contract is prepared and executed, this offer, together with SBIL's written acceptance thereof and SBIL's notification of award shall constitute a binding contract between us.
5. We also certify that the information/data/particulars furnished in our RFP are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, SBIL will have the right to disqualify us from the bid.
6. We undertake to comply with the terms and conditions of the RFP.
7. We understand that SBIL may reject any or all of the offers without assigning any reason whatsoever.

Section 2: Security and SOP Compliance

- 1) We shall comply with IT Policy and Information Security Policy, Procedures, SOPs and guidelines of SBIL.
- 2) We shall prepare, collect, maintain and update all the records related to the activity performed for SBIL in the prescribed format as per the audit & compliance requirement of regulatory & certification bodies.
- 3) We agree that SBIL reserves the right to audit the activities carried out and services provided by us. We shall provide access to its operations for SBIL personnel or personnel/organization chosen by SBIL as required for carrying out the audit. We will co-operate and provide reasonable support to any third-party auditors or internal auditors appointed by SBIL for carrying out such audits.
- 4) If selected we will provide onsite service at SBIL and we will conduct thorough background verifications in respect of the resources allocated to SBIL.

Yours faithfully,

(Name and Designation)

For and on behalf of _____