Scope of Work TAB Support

Objective

The objective of the TAB Support is to be the single point of contact for all the needs of user access and privilege management in the IT services organization and to record and manage approvals and filing of user requests with an emphasis on rapid execution of the requests received.

Scope

The TAB Support caters to the TAB & Mobile device users through the following services:

- Call registration & resolution related to TAB hardware
- Call registration & resolution related to All digital applications.
- Call registration & resolution related to MDM solution.
- Call resolution based on knowledge base and periodic training for L1 & L2.
- Coordination with developer team for unknown errors and unresolved issues.
- To maintain KBA's & SOP and review quarterly.

List of Deliverables

Call Management:

User Management:

1st & 2nd Level troubleshooting

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

TAB & MDM Support Services and Resources

Type Of Service	TAB Support Services
Contract Period	As per RFP
Mode of Delivery	Off-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.
Meeting	Monthly MIS review meeting & Quarterly review meeting with senior officials.
Locations	Mumbai, Navi Mumbai & Thane; Single location for entire support infra. Cannot be split across multiple locations.
Desktop infrastructure	All desktops at offsite vendor location will have to comply with SBIL security standards in respect of patches, DLP, Anti Virus and any other compliance parameters coming up in future
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
TAB 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 / days may require enabling support business needs for which existing rates will be applicable on pro-rata rates.