

**Annexure A**

**Scope of Work Zone Support**

**Objective**

The objective of the Zone coordinator 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**

1. Major focus of Zonal coordinators is to represent their zone at CPC and resolve their IT related issue and queries. During course of day to day activities,
2. Helping Region to prepare for shifting and uptime of branch infra setup.
3. Proactive measure of housekeeping of systems where slowness issue of portal or application reported in past.
4. Preparing list of branches for repetitive calls doing root cause analysis and providing solution.
5. Review of daily calls for their regions from service point of view and call back to users on random basis for feedback and support improvement.
6. Entire branch impacted issue due to power, network etc. were attended and resolved. Also escalation with respective stake holder.
7. More than one day's software related calls are get close in first hour of business day.
8. All update about the escalated calls are should be available with zonal coordinator.
9. Hold Call Justification to be available with respective zonal coordinator.
10. Branch wise master data base file to be available. Eg - Connectivity\ Count of Desktop & Laptop \ Quarterly PM status.
11. Daily feedback from 10 Branches. Feedback should be from BSM/DSM/Branch Head. Appropriate action to be taken if any issue / problem reported by branch and maintain the same in database. Tracker to be update and maintain.
12. On monthly basis >80% of branches are need to be on above satisfactory ratio in respective zone. Tracker to be update and maintain.
13. Once in week (Tuesday) zonal coordinator will call and get the feedback from RD's secretary and maintain the record in data base. Appropriate action to be taken if any issue / problem reported by them. Tracker to be update and maintain.
14. Once in 15 days' zonal coordinator will call all ASM, RSM and State Head in respective zones for the feedback. Tracker to be update and maintain.
15. Network slowness issue to be in tracking for week time and updates to be maintain timely in tracker.
16. Mail to RD's secretary in once in month about pending approvals and payment against chargeable cases.
17. ADHOC project support / Coordination as and when required.
18. Testing of the OS images & carry out the required changes suggested by IST. Confirmation to release the image in production.

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



## Support Services and Resources

<b>Type Of Service</b>	<b>Zone Coordinator support Services</b>
<b>Contract Period</b>	Period : 01-April-2020 – 31-March-2023
<b>Mode of Delivery</b>	On-Site
<b>Qualification of Resources</b>	Any Graduate from Computers field
<b>Certification</b>	Any Microsoft / Cisco/ other professional certification will have added advantage
<b>Services window</b>	12 * 6, The Support team would be working on all working days of SBI Life irrespective of the vendor's holiday list.
<b>Onsite Resource</b>	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.
<b>Experience of the resource</b>	2 + Year
<b>Backup resource</b>	Backup resource to be maintained by the vendor to ensure consistency of service
<b>Eligibility</b>	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.
<b>Meeting</b>	Monthly MIS review meeting & Quarterly review meeting with senior officials.
<b>Locations</b>	Navi Mumbai.

### 1.1. Service Level Agreement (SLA) Guidelines

TAT Matrix:

<b>Description</b>	<b>Response Time</b>	<b>Service Window</b>	<b>Responsibility</b>	<b>Resolution time</b>	<b>SLA</b>	<b>Penalty</b>
Zone Coordinator Support	10 Mins	12 X 6	Bidder's Primary Onsite Resource	2 hours	99%	Any short fall of resource will be penalized to double amount of per day payout and calculated on quarterly basis.

**Resource replacement failure:** Due to any exigency if resource is not able to reach SBIL site then SP has to provide us replacement resource within 2 hours.

**Penalties:** After 2 Hours it will be marked absent & two day extra working service credit to be provided amount will be deducted or equivalent amount to be deducted from monthly bill. For long leave it has to be planned with the consent of SBIL and replacement should be made available on site 2 days in advance for KT. One-day amount will be deducted.

Configuration failure of any planned activity to be executed by SP in the event of rollback: If any activities are planned and scope is defined but due to non-execution and without foreseen impact in the event of rollback.

**Penalty:** Amount will be deducted in proportionate with the impact & downtime depending on case to case basis.

### Exit Clause

- One months' notice from the either side.
- In case of failure to comply the committed SLA twice in a quarter.
- Knowledge transfer to the successor with consent from SBIL.
- Transient handshaking to the successor with consent from SBIL. Handover to the successor with consent from SBIL & signed Handover document.