



## **Scope of Work Project Manager**

### **Objective**

The objective of the Project Manager 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 Project Manager caters to the SBIL users through the following services:

- Ensuring all calls get registered in Service Desk Portal.
- Review of call logged on daily basis
- Tracking of Call closer
- Tracking of pending calls with vendors/ engineers
- Status update of escalated calls by users
- Daily dashboard of call status, resource availability, SLA review
- MIS preparation & presentation of the same in weekly / Monthly / Quarterly reviews with SBIL
- Status update of any task /project assigned to team
- Coordination between users, engineers, vendors & SBIL

### **List of Deliverables**

Call Management

User Management

2<sup>nd</sup> Level troubleshooting

Vendor Management

MIS & Review

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

**Project Manager**

<b>Type Of Service</b>	<b>Project Manager</b>
<b>Contract Period</b>	Period : 3 years from 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2023
<b>Mode of Delivery</b>	On-Site
<b>Qualification of Resources</b>	Diploma/ Degree from Engineering or Graduation from Computers field
<b>Certification</b>	PMP or equivalent with minimum 2 years of relevant experience.
<b>Services window</b>	9 Hrs * 6 days
<b>Onsite Resource</b>	Total 1 Onsite resource 1 resource at Belapur
<b>Experience of the resource</b>	5 + Year for Diploma or 3+ Year for Degree from Engineering or Graduation from Computers field
<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>Locations</b>	Navi Mumbai

**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.