

Format for OFFER LETTER

The Chief Information Officer,
SBI Life Insurance Co Ltd,
Kapas Bahavan,
CBD Belapur
Navi Mumbai
400614

Dear Sir,

We have examined the RFP for Facility Management Services (FMS) with IT Service desk, User Management Team (UMT) & technical support engineers at SBI Life CPC-Seawood, HO-Natraj & CBD-Belapur for IT Assets in SBI Life 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 1 month, 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) The selected Bidder shall comply with IT Policy and Information Security Policy, Procedures, SOPs and guidelines of SBIL.
- 2) The selected Bidder shall prepare, collect, maintain and update all the records related to the activity performed by them for SBIL in the prescribed format as per the audit & compliance requirement of regulatory & certification bodies.
- 3) SBIL reserves the right to audit the activities carried out and services provided by the selected Bidder. The Bidder shall provide access to its operations for SBIL personnel or personnel/organization chosen by SBIL as required for carrying out the audit. The selected Bidder 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 Bidder's person is required to provide the onsite service at SBIL then his/her background verifications should be done by the Bidder.

Yours faithfully,
(Name and Designation)

For and on behalf of _____