

## Corrigendum

### Corrigendum to Branch Support RFP No: SBIL/2024-25/DIG/008 Dated 10/01/2025

This is with reference to RFP “**Facility Management Services (FMS) & Annual Maintenance Contract (AMC) support for PCs, Laptops, Printers, Scanners with Centralized IT Service Desk, Remote Support Management & Mobile devices Support for IT Assets of SBI Life along with Onsite Resident Engineer Support at SBI Life’s Regional offices**” which was published on SBI Life website on 10.01.2025.

This is to inform that post pre-bid meeting session the following amendments may please be noted in the said RFP

Sr. No.	RFP Clause	Existing	Amendment
1	Annexure D.3 (Commercial Format 2025- 2030)	No provision for RIM Setup cost	Updated the annexure, Bidder has to combine RIM setup cost under the Infrastructure setup cost
2	Last date and time for Bid submission	Upto18:00 hrs. on 25/01/2025	Upto18:00 hrs. on 29/01/2025

In addition to above amendment refer below additional points

- Would like to provide further clarification related to the cost associated with Warranty services to be provided by the bidder
  - Newly procured Laptops and desktops will be under the warranty with the respective vendors. The cost to be added under the warranty head in commercial template shall include **only for the Soft Calls, Quarterly Preventive maintenance activity and vendor coordination for Warranty Support**. Detailed scope of work is already shared in Annexure B.3. (SoW\_Vendor Management)
- There should be facility to monitor the RIM team activity through functionality like live feed in our Belapur office.

The other contents of the RFP remain unchanged.