

Scope of Work for Comprehensive AMC

Objective

The type of maintenance will be comprehensive On-site, including replacement and repairs of assets under annual maintenance contract for PCs, Laptops & Printer.

Provide support/solutions to all aspects related to hardware on IT Assets under the contract.

Key Activity and Responsibilities:

- Wherever site visits are required, the selected Bidder shall arrange for deputing the engineer with appropriate skills & spares at the earliest. The problem should be closed to the satisfaction of SBI Life within the time stipulated under “SLA Terms” by repairing or replacing the faulty equipment/ parts.
- Maintain adequate stock of spare for replacement of defective spares to meet SLA requirement.
- Defective spare parts removed from the system will be replaced with spare parts of equivalent performance or above and on replacement the working spare parts installed in the system will become the property of SBI Life and the spare parts (except Hard disk) thus replaced shall become the property of the Vendor.
- If it takes more than the stipulated time to repair any system, necessary arrangements will be made by the Selected Bidder to provide an equivalent or above model/make.
- Preventive Maintenance of all the PCs, Laptops & Printers once in a quarter at all locations including warranty and asset supplied by SBI Life, the sample list of activities to be carried out during the Preventive Maintenance. (Preventive Maintenance Scope can be changed if needed). The list is exhaustive but not limited to the attachments / comprehensive.
- SBI Life reserves the right to re-deploy the assets, at its discretion to any other office. The AMC for the asset shall continue, during the tenure of the contract, irrespective of the location at which it is deployed.
- Selected bidder will arrange engineer to disconnection and reconnection with power ON of IT assets in branch shifting or in new premises as on when requirement comes up from region or SBI Life officials. (Transportation of assets is not cover under bidder’s scope)
- The asset inventory list is attached in Annexure A. The AMC will start on expiry of Warranty. As the warranties of different asset are expiring on different dates, the Selected Bidder should take in to account the actual number of assets to be serviced during a quarter for calculating the cost of service thereof. (We have concluded the warranty assets which are expiring between 1st day of every month to 15th day of every month is concluded in same month billing cycle and expiry of warranty assets from 16th day of every month to last day of same month is concluded in next month billing cycle.)
- Provide support/ solutions to all aspects (including spares replacement) related to hardware on machines under the contract. Provide immediate replacement of defective spares from stock pool.

- It should be noted that the supply of spares should be of OEM make or of a reputed make. In no case refurbished / repaired spares should be used. SBIL would take serious action against the vendor if such supply is found.
- Selected Bidder has to justify the physical damage case by providing service report duly signed and stamp by branch person and snapshot of damage parts. Same need to communicate with SBI Life- Support manager for approval to process on chargeable.
- Selected Bidder will take the confirmation of SBI Life Support manager before replacement of any IT assets under AMC.
- Selected Bidder has to provide stand by printer if it is down or not able to rectify the issue in a day or delay in arranging spares / consumables items.
- Selected Bidder need to be arranged quotations for spares / parts (after approval by SBI Life - Support manager) in chargeable / consumable cases as and when required.
- If in case any serial number of desktop, laptop & printer is missed out in inventory list and SBI Life wanted it to be added for AMC / onsite FMS support then bidder should support as per the rate defined in calculation sheet (Per asset per month) from the date of communication. Same will be evaluating in monthly review meeting.
- Some of the assets are having two serial numbers one is as a product serial number and another is as an alternate serial number, selected Bidder has to check and with respective users and provide support on any of the serial number match with inventory. Selected Bidders also need to verify serial number with branch location or asset tag.
- While installation of items like Hard Disk / Motherboard and such equipment where multiple compatible options are available, care should be taken to supply only those items which are of at least the same specification or a roll over (higher / upgraded) item. In no case a lower configuration item should be provided. Such activities of supplying a lower configuration item would amount to violation of Terms with penalty and subsequent cancellation of the contract.

As an illustration, if a 320 GB Hard disk (7200 RPM) hard disk has to be replaced; effort should be made to replace with a 320 GB Hard Disk (7200 RPM) of OEM or a reputed make. In case not available, a 500 GB (7200 RPM) disk can be supplied. In no case the supplied hard disk can be 160 GB and / or of 5400 RPM. Similarly, if a i3 motherboard fails, the same cannot be replaced with a P-IV Motherboard, even if found compatible.

Deliverables

- Diagnose the hardware problems.
- Analyse the problem and rectify it. In case a spare need to be replaced within the time mutually decided by both the parties herein from time to time.
- Install the replacement systems in operation in place of down equipment.
- Installation of spares / parts arranged by SBI Life in Consumable & Chargeable cases.
- AMC calls breach should not be more than 2% for permitted SLA.

AMC Asset Consideration:

The AMC assets can be reducing during the contract OR can be declared as “RETIRED ASSETS”, same will inform to bidder with asset inventory to reduce from support and commercial from the date of declared and field FMS support and vendor management to be done for replacement assets.

- Expected ratio of retired assets per annum would be 10% of actual asset available in AMC.
- Expected ratio of additional assets per annum would be 15% of current available assets.

Exclusion list for AMC:

The following items are excluded from the Comprehensive Maintenance:

Printer:

1. Consumables Items - Fuser assembly/ Teflon sleeves / Pressure roller & Maintenance kit, Pick up roller, image drum.
2. Damage due to tonner spillage.
3. Auto Feeder roller.
4. Knob & Gear.
5. Shuttle assembly/ Hammer bank/Frights in line printer.
6. Sprockets.
7. Power Cable, Power Adapter.
8. Plastic Parts.
9. Physical damage spares, After justification and confirmation by SBI Life Support manager

Desktops:

1. Power Cable, Power Adapter.
2. Patch chords.
3. Any External Add on Peripheral or Devices.
4. Any Physical damages. After justification by bidder and confirmation by SBI Life Support manager.

Laptops:

1. Power Adapters.
2. Plastic Parts /Hinges.
3. Laptop Battery.
4. Any physical damages, after justification by bidder and confirmation by SBI Life Support manager.

Response and Resolution for SLA:

Onsite comprehensive AMC and Soft (FMS) support calls to be responded on same day and resolution to be provided on next business day.

The productivity for Onsite IT Support is to be delivered as per below.

Current Asset Summary 18-19					
Asset Type	AMC Support Count till Jan-2019	Warranty Support Count till Jan-2019	Procured asset in Nov-Dec 2018	Retired asset in Nov-Dec 2018	Asset Count
Desktop	5612	2067	0	0	7679
laptop	2289	1836	0	0	4125
Printer	111	930	0	0	1041
Scanner	686	90	0	0	776
Total	8698	4923	0	0	13621

Printer Support Details	
Support Team	Count
CMS_AMC	111
Color_Powertechnics	21
Powertechnics	525
Swan_HP_403 & 506_Warranty	379
Swan_HP_403 & 506_Normal Support	5
Grand Total	1041

Scanner Support Details	
Support Team	Count
HP Scanner Support_CMS	90
Powertechnics_AMC	686
Grand Total	776