

Requirement and Detailed Scope of Work for AMC & FMS Support at SBI Life offices

Requirement

SBIL is inviting sealed bid for AMC and FMS Support for 32 sessions video conferencing (16 IP HD, 1E1/ISDN/PRI Ports) through MCU and Gatekeeper (with Management Server) which is installed at Head Office (HO) Natraj, Andheri. Current dedicated roombased VC is provided at 16 regional offices, HO & CPC All participants of room based VC connecting via private MPLS and on Lease line setup and 4 on-demand PRI/BRI/IP(Internet) participants may join at (HO) Natraj, Andheri MCU. The support should include all new endpoints and change in central MCU setup proposed to be upgraded to Polycom Clariti architecture under warranty which will be included in the SBI Life setup in future.

Distributions of VC endpoints are mentioned as below:

- 1) Natraj Andheri (Including Board room) with 8 endpoints.
- 2) CPC Seawoods with 5 Endpoints & Belapur with one endpoints
- 3) 16 Regional Offices
(Guwahati, Mumbai, Ahmedabad, Lucknow, Chandigarh, New Delhi, Jaipur, Chennai, Hyderabad, Bangalore, Bhopal, Bhubaneswar, Trivandrum, Vijayawada, Patna and Kolkata)
- 4) Any future additions of endpoints as and when procured by SBI Life and SBI Life will upgrade existing RMA 2000 MCU setup with Polycom Clariti setup.

Addresses of all SBIL VC Enabled Offices:

S/N	Address
1	SBI Life Insurance Co. Ltd., 2nd Floor, Metro Tower, 34 /1, Opp. Saharaganj, Shahnajaf Road, Hazratganj, Lucknow, Uttar Pradesh - 226001
2	SBI Life Insurance Co. Ltd., "Kankaria Centre", 4th Floor, Ward No:63, 2/1, Russel Street, Kolkata, PO & PS-Park Street, Kolkata, West Bengal
3	SBI Life Insurance Co. Ltd., Plot No. 144, Industrial Area, Phase – 2, Chandigarh (U.T.) - 160002
4	SBI Life Insurance Co. Ltd., Statesman House, 2nd Floor, Barakhamba Road, Delhi 110001.
5	SBI Life Insurance Co. Ltd., 2nd Floor, ITAG Plaza, ABC point, G S Road, Kampur Metropolitan District, Guwahati, Assam 781005
6	SBI Life Insurance Co. Ltd., 4th Floor Centennial Square, 6A Dr Ambedkar Road Kodambakkam, Chennai-600 0024
7	SBI Life Insurance Co. Ltd., 4th Floor, D. No.6-3-1090/B/4, The Grand, Raj Bhavan Road, Somajiguda, Hyderabad ,Hyderabad District, Telangana - 500082
8	SBI Life Insurance Co. Ltd., 1st Floor, Flexcel Park, 'B' Wing, next to 24 Karat Multiplex, S.V. Road, Jogeshari (West) Mumbai suburban District, Maharashtra - 400102
9	SBI Life Insurance Co. Ltd., 1st Floor, Akshar Arcade, Opposite Memnagar Fire Station, Memnagar, Ahmedabad, Gujarat - 380014
10	SBI Life Insurance Co. Ltd., 2nd Floor, Sri Sairam Towers, No. - 24, K. P. Puttanna Chetty Road, 5th Main, Chamaraipet, Bangalore, Karnataka - 560018
11	SBI Life Insurance Co. Ltd., 2nd Floor, Ranjeet Tower, Plot no 8, M.P.Nagar, Zone 2, Bhopal, Bhopal District, Madhya Pradesh - 462011
12	SBI Life Insurance Co. Ltd., CPC Belapur, Kapas Bhavan, Sector - 10, Plot No.3 A, CBD Belapur, Navi Mumbai 400614
13	SBI Life Insurance Co. Ltd., 2nd Floor, Stock Exchange Bhavan, P2, Jaydev vihar, Chandrasekharapur, Khurda District, Bhubaneshwar, Orissa 751023
14	SBI Life Insurance Co. Ltd., C 15/183, Chennankara building, Vellayambalam, Vazhuthakad Road, Althara Junction, Thiruvananthapuram, Kerala 695010
15	SBI Life Insurance Co. Ltd., 6th floor kamani center, near pani taki, boripakhi putra road,

	pin no 800001.
16	SBI Life Insurance Co. Ltd., Rustomjee Natraj, M.V.Road & Western Express Highway Junction , Andheri (East) Mumbai 400069
17	SBI Life Insurance Co. Ltd, SBI LIFE INSURANCE CO LTD,2ND FLOOR, CORPORATE PARK, GOPAL BARI, AJMER ROAD, JAIPUR, RAJASTHAN. PIN : 302016
18	SBI Life Insurance Co Ltd, 2nd and 3rd floors, Sri Hari Towers, H.No.59A-1-5/1, K.P. Nagar ,near Andhra Bank branch, Vijayawada – 520 008.
19	SBI Life Insurance Co. Ltd,8th Level, Seawoods, Grand Central,Tower-2,Sector-40,Seawoods, Navi Mumbai - 400706

Detailed list of equipment's to be covered in AMC, Equipment's required only for Support (Non AMC) and there are spares inventory (Non AMC) is included in Annexure- 2.

Bidder has to only consider equipment's in AMC which is part of Annexure-2. (extracted from Annexure-5 for the convenience of calculation of AMC).

Scope of Work

1. Scope of Work is defined as maintaining a completely functional AV and voice bridge setup at SBI Life and ensuring complete set of deliverable which may include all or part of the following:
2. Maintenance period of the supplied and commissioned items / equipment's is mandatory for 3 years which includes a warranty period of some Equipment as well.
3. Bidder has to provide four onsite resources (One Team Lead as Global Help desk coordinator) the facility management service for setting up the Video Conference, Audio Conferences, Co-ordinate with Telecom Service providers and OEM or supplier of various components of BOQ for closure of all the issues raised.
4. Apart from Team lead two resources will be deployed at Head office Natraj and One resource will be deployed at CPC Seawoods. The support engineer will visit CBD Belapur to provide support as and when required.
5. We are coming up with new clariti solution to upgrade existing MCU which will add up desktop and mobility based endpoints should be incorporated for support with existing support scalable up to 100 sessions.
6. AMC support to be back to back by OEM and evidence document to be submitted to SBI Life.
7. The Devices replaced, upgraded, lost & damaged should be charged as per pro Rata basis.
8. The vendor resources have to coordinate with the Network Service Provider for end to end connectivity uptime and its maintenance.
9. All updates/releases of hardware, software, firmware etc. of all AMC items to be taken care of during the AMC period as per terms and conditions of the equipment OEM.
10. In case there are VC Items that are supplied directly by SBI Life the same should be incorporated with the existing items available with SBI Life and those which are being shifted from other locations to the new premises.
11. Site Safety and best practices are to be followed by the identified vendor resources.
12. Resident Engineer or support vendor to arrange for all sorts of bracket fixing that may be required for suspending projectors / Monitors / LCD Monitors / TVs etc. These may include Ceiling and Wall Brackets during shifting of premises or change of VC room.
13. Resident Engineer or support vendor to arrange all cabling (ONLY those pertaining to AV) such as Computer (VGA, RGB HV, and HDMI etc.), Video Cabling which will include Composite, S- Video and Component cabling.
14. Resident Engineer or support vendor all types of Connection and Termination of the Cabling into appropriate Connectors and plugs.
15. The standards to be followed should be as per the ICIA Installation Handbook and the quality of the connectors should be strictly as per such /similar standards.
16. To Route the Cables in appropriate Conduits and Raceways.
17. Resident Engineer has to keep the AV setup Drawings and the Specifications Up-to-date in order to ensure completely reliable and trouble free set up.
18. Rack dressing to be done in a way that easy access is available to all the equipment backs and no loose or dangling cables are seen. Enough tie ribs should be placed to ensure secure cabling inside the rack.
19. Programming (including the Handheld device for controlling of the setup) will be required to ensure

that all the equipment is working in a seamless manner. The training program should be made as per best practices and a standard will be made for easy understanding for the people who intend to use the setup. RE Engineer has to give basic Training for the AV and VC Setup to SBILIFE staff members as to make the setup familiar to the Staff of the SBI Life.

20. Resident Engineer to Setup and maintain VC, AV and Control System:
21. Resident resource having requisite knowledge, Certification and skills to manage Polycom MCU (Clariti solution) endpoints. RE has to support and manage day to day video conferencing setup during local working hours i.e. from 08:00 A.M. to 08.00 P.M on weekdays and from 08.00 A.M.to 04:00 P.M. on Saturdays (other than SBILIFE holidays) at Seawoods from support duration would 9:15 A.M. to 6.25 P.M on weekdays and from 08.00 A.M.to 04:00 P.M. on Saturdays (other than SBILIFE holidays). However, the engineer will have to work on holidays and after office hours as a when required.
22. Onsite comprehensive maintenance Support for all Video Conferencing Equipment as per list given in Annexure-2
23. Onsite Facility Management Services is required as per the entire scope of work and equipment's listed in Annexure-5 (coordinate with OEM / Supplier for Warranty Support/technical support).
24. Soft call Support for Video Conferencing at Regional Offices and Central Processing Center.
25. Support for installation/reinstallation/un-installation of Video Conferencing Equipment. Which will include shifting of branches with survey consulting for new site, decommissioning of devices at old site and commissioning at new Site.
26. The Resident Engineer (RE) should setup and conduct Video Conferences whenever required
27. Troubleshoot basic problems related to VCs e.g. network port, Device not in network, device not getting power, cable cut etc.
28. Resident Engineer should help in identifying the hardware problem and assist IT officer in raising ticket with VC AMC vendor.
29. RE has to do daily VC testing of all the Offices covered by SBI Life.
30. RE has to submit daily VC test report Daily before 10.30 am, Link utilization report on Monthly Basis "1st day of every month".
31. RE has to send BOD and EOD report which will include the VC Booked Status of all Offices.
32. RE has to make sure that Every Room is in ready status for all VC.
33. RE has to keep every VC / Meeting room in proper order with the help of SBILIFE staff
34. Resident Engineer (RE) has to follow all the SBILIFE culture and Process.
35. All Resident Engineers should be a Graduate or 10+3 years Diploma holder (Polytechnic) and should have at least two years of experience in Audio and Video Conferencing setup.
36. All Resident Engineers should have good communication skill and should able to conduct and operate Board Meetings and Executive level full days Audio and Video Conference.
37. Back ground verification of RE is must process and required supporting documents should be submitted within 15 days of joining of RE.
38. RE has to comply with SBI Life Information Security policies and compliance.

Documentation of complete AMC and FMS Support:

- AV Schematics,
- Control Schematics,
- Operation Manual,
- Quick Set up Guide,
- Troubleshooting Document,
- Usage Manual
- Help Center Details
- Escalation Matrix
- Test and installation Reports signed off by SBI Life

Daily Activity Details: -

- Daily Video and Audio System Operation Checking
- Internet, MPLS, ISDN, PRI Checking
- Checking Backup Status
- Maintaining VC Endpoint Extension Sheet
- Helpdesk coordinator for request raised through Telephonic/ e-Mail / Service desk
- Maintaining VC Equipment Inventory
- Coordinating with Network service provider
- Follow-up with External Vendor
- VC Facility Utilization Report Department / Room Booking wise and forward to SBIL Staff

Weekly Activity Report: -

- Take Backup of all Programmable code of codec and VC Device configuration

Monthly Activity Report: -

- Pulling monthly (VC Facility Link Utilization) Report department wise and forward to SBIL Staff.

Quarterly Activity Report: -

- Preventive maintenance Activity for all the end point.

Scope of Service

- Attend to minor and major breakdown
- Periodical: Quarterly preventive Maintenance all the VC Equipment's.
- Updating of Firmware of the all the devices after the new release.
- Maintenance of system VC Device Configuration data and log.
- Facility Management Support Engineer to be deputed to our office Monday to Friday 8 am to 8 pm, Saturday from 08.00 A.M to 04.00 P.M (With extended working Hours as and when required by SBI Life Staff) at Seawoods from support duration would 9:15 A.M. to 6.25 P.M on weekdays and from 08.00 A.M.to 04:00 P.M. on Saturdays (other than SBILIFE holidays).

SLA Terms & Conditions

During the term of the contract, the vendor will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

- The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8:00 A.M. to 8.00 P.M. on all working days. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the SBILIFE, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares at SBILIFE's premises and at the premises of The VENDOR.
- The VENDOR shall provide repair and maintenance, in response to oral, including telephonic notice by SBILIFE immediately (not including intervening Sundays and SBILIFE holidays)
- The VENDOR shall ensure that faults and failures intimated by SBILIFE as above are set right within four hours of being informed of the same.
- The VENDOR shall ensure that the full configuration of the equipment is available to the SBILIFE in proper working condition for 99.5% of the time on a 24x7x365 basis.
- In the event of the MCU not being repaired or a workable solution not provided during Warranty period, a penalty of one (1) percent of the total consideration for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to vendor. Vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.
- Any penalty due during the Warranty period will be adjusted against the Performance Bank Guarantee provided by the vendor if not adjusted against quarterly payouts.
- Conditions: The bidder has to ensure that all the complaints lodged by the company are attended to and rectified within the shortest possible time [4 hours]. Sufficient spares need to be maintained by the bidder at appropriate locations to address any equipment related problem within the stipulated

resolution time-frame desired by SBIL.

Resolution time:

HO (Natraj) offices – 24 Hrs (1 Working Days)

CPC(Seawoods) Office- 24 Hrs (1 Working Days)

CPC(Belapur) Office 24Hrs (1 Working Days)

RO Offices – 48Hrs (2 Working Days).

- If the breakdown call is not resolved within the resolution time or the bidder provides no standby equipment, penalty will be charged as per the rates below to the maximum of unit purchase price of that machine:

$$\text{Uptime (\%)} = \frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month} \times 100}{\text{Sum of total hours during the month}}$$

Service Level Agreement (SLA)

A. Uptime

In view of the criticality of the VC Scheduled, the VC systems at all times should be kept in efficient running condition by regular preventive maintenance and regular maintenance activities such as described above etc. with a view to ensuring at least 99.5% uptime of the VC Systems calculated on monthly basis during the entire period of contract. The bidder should make available all support for the above uptime and the bidder agrees to provide round the clock support for severity I type of problems.

The following matrix of SLA needs to be adhered with financial penalties for Severity I type of problems.

Uptime provided	Amount payable
99.5% and above	100% of half-yearly AMC charges
98% and above but below 99.5%	95% of half-yearly AMC charges
96% and above but below 94%	90% of half-yearly AMC charges
94% and above but below 92%	85% of half-yearly AMC charges
Below 92%	80% of half-yearly AMC charges

Maximum permissible breach is 92% per month. In event of three consecutive maximum permissible breach, contract will be terminated and PBG will be encashed.

B. Response & resolution Time Matrix

Type of Problem	Response Time	Service Window	Responsibility	Mode of Support	Resolution Time	Penalty
Severity I	Immediate	24 X 7	Bidder Primary Onsite Resource	On-Site	2 Hrs	As mentioned above

Type of Problem	Response Time	Service Window	Responsibility	Mode of Support	Resolution Time	Penalty
Severity II	15mins	24 X 7	Bidder Primary Onsite Resource	On-Site	4 Hrs	As per Table for Penalty charges
Severity III	30mins	24 X 7	Bidder Primary Onsite Resource	On-Site	6 Hrs	As per Table for Penalty charges

- If the any problem occurs during non-office hours when the onsite engineer not present onsite, then vendors engineer should report the site within 2 hours.
- Bidders Back office team of experts will be supporting the on-site resource all time & if Severity I problem occurs & the problem not resolved within 2 hours then bidders back office expert should visit the site within 4 hours of the reported issue.

C. Severity levels:

- Severity I: Failure of Board Room VC Setup or Board Meeting VC Schedule, Large number of users / Region not able to access SBIL VC Facility which is affecting large number of VC Schedule.
- Severity II: VC Systems Performance issues, VC System incident resulting in poor quality VC or non-Organized VC Meeting
- Severity III: Support request from Client Technical Contacts on non-critical support issues - as per the delivery commitments.

Note: SBIL reserves the right to raise severity of any problem if considered to be critical for user/ Business impact.

Business Critical months, 24x7 services: Additional Resources for the business critical months may require enabling support business needs.

D. Other terms:

1. Resource Replacement Failure: Due to any exigency if resource is not able to reach SBI Life site then bidder has to provide us replacement resource within 2 hours. For long leave it has to be planned with the consent of SBI Life with provision of alternate resource of equal competence and with sufficient period of overlap for KT/handover, in even for non-attending the duty service credit will be calculated on the basis of 1 day absent equal to 2 days extra working.
2. All RE will be first interviewed by SBI Life officers before placement.
3. Failure in Execution of Planned Activities: Failure in foreseen of impact of change in configuration and subsequently execution of rollback plan will be liable for penalty on the basis of uptime of SLA.
4. Extension of Downtime Window: Any extension in downtime window for performing planned downtime activity will be liable for penalty on the basis of uptime SLA.

Normal Table for Penalty charges

S/N	Items Description	Per day Penalty Amount in Rs.
1	RMX 2000/Clariti/Central MCU/Management Servers	500
2	CMA 4000/Traverse Gateway/DMA	500
3	HDX 7000- 1080/Group 500/Or VC endpoint	500
4	Interactive Overlay/iPad room control	500
6	Touch Monitor/Creston	1000
7	Blue Ray Player	200
8	Ceiling Visualizer	1000
9	Desktop Visualizer	1000
11	Converter	200
12	Projector	200
13	Motorized Screen	500
14	Mount for Projector	200
15	Ceiling Speakers	200
16	AV Receiver	100

17	Distribution Amplifier / Power Amplifier 100 watts per	200
18	Scaler	100
19	Matrix Switcher	500
20	Network Switch (Un-Manageable) Cisco, Non Cisco	200

E. Exclusions from downtime calculations:

Scheduled downtime approved by SBIL for preventive maintenance, testing, system upgrades etc.

Failures due to source power unavailability.

Downtime because of LAN cabling faults or WAN link failures

Force Majeure conditions not foreseen but mutually agreed by both parties

5. The bidder should ensure that the entire 'IT Video Conferencing' is available for use during business hours (08:00 AM to 08:00 PM, on all SBILIFE working Days) and any Complaint Booking: onsite engineers or SBIL officials can book Complaint by Telephone / Web / Fax / E-mail etc will intimate breakdown / failure calls to the bidder. The bidder should compulsorily allot a complaint ID for every complaint booked by any office by any medium. The downtime / breakdown period will be reckoned from the date and time of logging of the complaint by SBIL.
6. Complaint Resolution: in case of Physical visit by the engineer, Company's authorized personnel will validate all the reports of complaint resolution / closure. Complaints will be deemed resolved if the customer call report is signed by both the service engineer and company's authorized personnel specifying that the complaint is satisfactorily resolved and giving the date and time of complaint booking and resolution.
7. Preventive maintenance: the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the commencement of the maintenance period and once within the first 15 days of every subsequent month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes SBILIFE's operational needs and agrees that SBILIFE shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
8. All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the SBILIFE.
9. Qualified maintenance engineers (Degree / Diploma Holder with CCVP or PCVE or CVE certifications) totally familiar with the equipment shall perform all repairs and maintenance service described herein.
10. The SBILIFE shall maintain a register at its site in which, the SBILIFE operator / supervisor shall record each event of failure and / or malfunction of the equipment. The VENDOR engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR engineer shall make effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the SBILIFE's official. The original of the field call report shall be handed over to the SBILIFE's official. The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.
11. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of SBILIFE.
12. The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement. However, if SBILIFE desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE SBILIFE shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to SBILIFE in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR. SBILIFE and VENDOR may agree to amend charges for the maintenance service after shifting of the equipment to the new site.

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13. SBILIFE shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach. If in any month, the VENDOR does not fulfill the provisions of clauses i.e to if only the proportionate maintenance charges for that period during the month will be considered payable by SBILIFE without prejudice to the right of the SBILIFE to terminate the contract. In such event the VENDOR was credited without deducting the proportionate maintenance charges for that month, the SBILIFE can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to SBILIFE on demand by SBILIFE.
 14. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the SBILIFE.
 15. All equipment under AMC period should be maintained by the Vendor. In case of failure of any End of Life of equipment the Vendor will provide equivalent or upgraded equipment without any additional cost.
 16. The complete equipment including all parts will be considering for replacement unless any part specifically excluded.
 17. SUBCONTRACTING: The VENDOR will not subcontract or permit anyone other than the VENDOR personnel to perform any of the work, services or other performance required of the VENDOR under this agreement without the prior written consent of the SBILIFE.
 18. Payment for AMC/FMS Support would be payable on quarterly basis at the end of every quarter after deducting the penalty if any.
 19. EQUIPMENT ATTACHMENTS: SBILIFE shall have right to make changes and attachments to the equipment, provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the VENDOR cost of performing repair and maintenance service.
 20. CONFIDENTIALITY: The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to SBILIFE will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. the VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the SBILIFE in divulging the information by the employees of the VENDOR, the SBILIFE shall be indemnified. The VENDOR agrees to maintain the confidentiality of the SBILIFE"s information after the termination of the agreement also. The VENDOR / SBILIFE will treat as confidential all data and information about the VENDOR /SBILIFE / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.
 21. The selected bidder would be required to submit a performance Bank Guarantee (PBG) to the SBI Life for an amount equivalent to 10% of order value within 15 days of purchase order issue date. The performance guarantee would be for the entire period of the Contract. If the Performance guarantee is not submitted, the SBIL reserves the right to cancel the contract. The Performance Guarantee would be returned to the VENDOR after the expiry or termination of the contract. The bank guarantee should be issued by any scheduled commercial bank, other than SBI. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.