

**Commercial Format - 1st Year / 2017**

FMS Charges	Cost (Per Resource Per year)	Head Count	Total per year
IT Service desk		6	0
Technical Support Engineer (L1)		11	0
Technical Support Engineer (L2)		4	0
User Management Team		4	0
All Cost exclusive of taxes per quarter			0
Total Annual Expenditure	Rs In Word		

**Commercial Format - 2nd Year / 2018**

FMS Charges	Cost (Per Resource Per year)	Head Count	Total per year
IT Service desk		6	0
Technical Support Engineer (L1)		11	0
Technical Support Engineer (L2)		4	0
User Management Team		4	0
All Cost exclusive of taxes per quarter			0
Total Annual Expenditure	Rs In Word		

**Commercial Format - 3rd Year / 2019**

FMS Charges	Cost (Per Resource Per year)	Head Count	Total per year
IT Service desk		6	0
Technical Support Engineer (L1)		11	0
Technical Support Engineer (L2)		4	0
User Management Team		4	0
All Cost exclusive of taxes per quarter			0
Total Annual Expenditure	Rs In Word		

**Terms and Condition of Commercial bid :**

1. All prices are exclusive of taxes
2. SBI Life will provide all infrastructure such as workstation.Computer, telephone etc
3. SBI Life will provide Service desk software.
4. SBI Life reserves the rights to add or remove any above line item with prior one month notice.
5. Amount will be payable quarterly in advance as equal quarterly installments less penalty applicable from previous quarter.
6. SBI Life may augment the resource base by any number during the tenure of the contract as per the prevailing rates mentioned above.
7. Additional resources, if required should be provisioned within not more than 4 days of raising a formal request with the bidder.

We agree to all the terms and conditions mentioned above.

Bidder name:

Sign with Stamp: