

Annexure 14: Resource Deployment Plan

Date:

Bidder has to provide detailed resource deployment plan during implementation and facility management support during their technical bid submission. Bidder has to quote the Price for single L1 and L2 resources for TCO and Bank will take decision for final count of resources after finalizing the bidder and solution. After selection of successful Bidder, If bank decide to on board people resources, then Bidder should provide CV of proposed manpower for the tenure of the contract and after Bank interview the final resources will be selected. Bidder also needs to fill the below resource deployment which it plans to deploy during the implementation phase of the project. This should comply with the minimum resource requirement mentioned in the RFP.

Note:

- F – Full Time
- P – Part Time Resource Deployment Plan during Support Phase

S. N o.	Services	Resource Level (L1/ L3)	Tentative no of resources
		L2 – Backup Solution	1
		L1 Backup Solution (16*7*365)	3

Note:

- Resource Deployment sheet shall be as per the support model proposed.
- Proposed model shall fulfil minimum requirements outlined in the RFP and as per the service window.
- Bidder should ensure that support model should meet SLA requirements and industry best practices.
- L2 resource required during Business Hours for shift 10 am - 6pm.
- On later stage, if Bank require additional resources, then Bidder has to provide the resources to the as per the commercial submitted in Annexure - 29 during the contract tenure.