

SECTION-E: SCOPE OF WORK

The scope of work includes total responsibility for providing and maintenance of complete VC solution by providing a Video Conferencing solution as detailed in this RFP including Annexures and technical specifications. Its end to end maintenance, warranty and provide on-site facility management. The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work. The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing. Supply, install and commission the various components required for Video conferencing services at the various sites in LIC. Document the solution, and provide training to the candidates nominated by LIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed below. LIC is using room-based VC solution in the rooms where the new commissioning is to be done and it believes that these rooms are fit for the proposed VC infrastructure. However, the bidder may suggest remediation (before implementation), which may not be binding to LIC and also integrate around 10 to 15 standalone VC system with the solution. Some of the VC rooms have multiple screens installed which also need to be integrated with the proposed solution.

1. General

- a) The entire managed VC solution, along with the links, endpoints, display units, cameras, network devices, cables etc. will be owned by the bidder, will be provided to LIC on OPEX model.
- b) Commissioning and maintenance of links at the various locations provided.
- c) Installation, configuration and maintenance of the various active and passive network components required for the purpose of providing a complete managed Video Conferencing Solution.
- d) Supply, installation, commissioning and maintenance of the necessary hardware and software required for the purpose of providing a complete managed Video Conferencing solution at all locations, as per the technical specifications.
- e) Integration with the Video Bridge Solution provided by the vendor through the dedicated network laid out for it.
- f) Dedicated NTP services for LIC.
- g) Integration with the Network Time Protocol Server for ensuring synchronization of times for the calls.
- h) LIC may choose, at its own discretion, to use the NTP services for other aspects beyond the scope of this RFP.
- i) The vendor should provide unified call control for VC end points, IP phones, browser based, VC applications and soft clients on PC & Mobile phone to provide ease of administration & seamless user experience.
- j) The call control should integrate with corporate directory for user provisioning and directory access.
- k) Provide 24x7x365 basis post implementation comprehensive support.
- l) Vendor has to act as technical-advisor to LIC for Video Conferencing Solution by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor (only when required and not on a regular basis) for technical assistance and submit the detailed documentations etc. by LIC. No additional cost will be payable by LIC for such things.
- m) In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of the managed Video Conferencing equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
- n) Prepare test-plan, implementation plan, integration plans and rollback strategies
- o) Comprehensive monitoring and onsite support.
- p) The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- q) No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the

successful bidder. All such cost shall be borne by the bidder.

- r) The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- s) The vendor need to provide the necessary DNS Services as required for the RFP.
- t) The vendor need to provide the necessary SSL Certificate as required for the RFP.

1.1. Details of Work

- Total solution will cover commissioning of links, supply of network equipments (including active components such as managed switches or passive components such as cables, connectors etc.), dismantling will be done by existing vendor, delivery and installation of Video endpoints and software, implementation, integration of various components, integration with the video bridge and video cloud, testing, training & certification, supporting the VC solution etc. .
- Prepare HLD and LLD in consultation with Service Provider, OEM and LIC for rollout. The design should be Service Provider and OEM certified.
- Design and document a Project implementation plan with significant milestones marked on it.
- Design and implement rollback strategies. LIC should be able to use its existing VC Bridge for making calls in case of failure of the new setup during the rollout phase.
- The selected bidder needs to commission the links and other networking equipments in such a way to ensure the requirements mentioned as per the technical specifications and uptime requirements as per the SLA section.
- The successful bidder need to install all the associated equipments needed to complete the job as per the technical specification described in this tender.
- Bidder needs to study existing deployment of LAN & WAN network environment of LIC and provide for deployment of the proposed solution.
- The installation will include proper mounting, labeling, tagging of all the equipments and providing network and power connections.
- The bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool Kits, testing equipment, cables, laying of cables, connectors, and power cords etc. which are necessary for successful deployment of solution.
- Transportation to & fro, lodging and boarding of manpower shall be in vendors scope.
- Integration of the 10 to 15 standalone VC systems with the proposed solution.
- Integration of additional screens already installed in some of the VC rooms.

1.2. Design and Architecture

Corporation expects the vendor to submit a detailed plan for designing and implementation of the project which should include the full scope of the project. On acceptance of such plan by the Corporation, the vendor is required to carry out the implementation including supply, installation, commissioning, testing of equipment, maintenance etc.

- The solution will have users who might be on the network provided by the vendor and integrated to the cloud based video bridge, within LICs internal network accessing the video bridge through LIC's Internet Leased Links, within LICs internal network or completely on a separate network over the internet and PSTN for audio calling. The vendor has to understand the complete environment in terms of various locations that might have to be connected using the Video Conferencing Solution.
- Prepare the designs, architecture and implement the solution in line with best practices in the industry, regulatory guidelines, IT Act 2001(along with its amendments) standards as modified from time to time or any other law of the land which may be applicable.
- LIC shall not open any non-standard/vulnerable ports on the firewall for implementation of the solution.
- Recommendation of best practices to implement and roll out the Video Conferencing solution.
- Study of our existing Video Conferencing architecture.
- Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the purchase order. The actual execution will start only after approval of plan by LIC officials.
- The plan shall include information related to proposed migration from the existing Video Conferencing setup, whether all the locations will be migrated simultaneously or the migration shall be gradual, required downtime, deployment schedule etc. The installation of the equipments shall be done as a planned activity on a date & time of approved deployment schedule.

- During the migration phase, the bidder has to plan for integration of the non-migrated units with those of the ones which have migrated to the new setup to ensure seamless VC session experience for the end user.
- If the earlier and current vendor will be different, then dismantling and implementation of current RFP will be done parallel so that minimal downtime is observed.

1.3. Inspection and Acceptance Procedure

Physical Inspection and preliminary testing of the solution shall be done at LIC, in the presence of representatives of the supplier and will comprise of the following:

- a) All equipment/appliances required for the managed VC solution have to be newly procured for this project. No re-used equipment/appliances shall be accepted.
- b) The ownership of the entire solution shall be with the vendor and all the concerned equipments will be taken back by him at the expiry of the contract. However, LIC may choose to extend the contract for an additional period of one year on the same terms and conditions and commercials. This will be binding on the vendor.
- c) On expiry of contract (regular or extended) the equipments will be handed over to the bidder within a time period of three months from the date of expiry. No charges will be paid by LIC for this period.
- d) Insurance of all equipment/appliances required for the VC Solution will have to be done by the vendor every year. The vendor has to provide proof of continued insurance of the equipment every year.
- e) Physical verification of equipment as per the supply contract.
- f) Physical inspection of the equipment for any physical damage.
- g) "Power on self-test" to ascertain that no product/s is dead on arrival.
- h) Physical verification of Licenses, Software media, technical documentation as per purchase order.
- i) Registering the Hardware & Software License with OEM for validation and desired technical support.

1.4. Basic Installation of Links, Network Components, Hardware and Software

- Commissioning of the links at all locations as per the technical specifications. All aspects related to the successful commissioning of links has to be taken care by the bidder. (The list of locations where links are to be provided enclosed as Annexure-XIII).
- The solution may have to be extended to approximate 2000 locations i.e. either using video end points installed at various locations. The bidder has to deploy soft clients on laptop/desktop for senior executives.
- Installation of all network components (both active and passive) to commission and sustain the VC solution as per the technical specifications. Any cabling and its maintenance required for the purpose shall be done by the vendor.
- Providing and maintaining any network racks required for the network components.
- Certain locations (within) the same building have multiple end points (Video Conferencing Units). In such cases the vendor has to ensure that all network components such as switches, cables etc. are installed separately to provide connectivity to the Video Conferencing end points. The vendor shall be responsible for maintenance of all such network components.
- Dismounting and de-commissioning of the complete existing setup (includes plasma, codec, microphones cameras etc.), wherever required.
- Mounting the newly procured setup (complete unit) on the wall/wooden partitions/stand etc. wherever required.
- Powering on the physical devices & running Hardware Diagnostics.
- Installing the required software and Applications on new/re-deployed setup.
- Complete configuration of the new setup/re-configuration of the re-deployed setup.
- Configuring IP address and default gateway etc. on all devices
- Check L2 switch, L3 switch and router connectivity on network using "ping & trace route" commands
- Installing License if any on respective appliances.

- Enabling of features and functionality on respective Appliances as per technical specifications in consultation with LIC.
- Creation of Corporate Directory in consultation with LIC.
- Facilitate user identification.
- Configure all automated updates for all features of the solution.
- Configuration of update and upgrades as and when the latest version is released.
- Installation of cable and upkeep of Touch Panel.

1.5. Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components.

- Vendor has to do end-to-end delivery, installation, commissioning, redeployment and configuration of the solution and implementation and customization etc. as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime.
- For training centers the bidder has to specifically ensure that the VC experience of the viewers is that of a live training session, with the presenters back not visible to the viewer. Additional cameras (if any) required for this purpose has to be provisioned and installed.
- The vendor has to ensure seamless audio and video quality (Full HD 1080p), camera, microphone, touch panel, whiteboard, speaker settings etc. as per LICs requirement.
- The vendor will be responsible for the end to end management and maintenance of the deployed solution, which includes the links, the network components (both active and passive), the video conferencing equipments/appliances, Video cloud licenses and any other component deployed for the solution.
- The vendor will repair / replace the equipment/appliance in case of any problem arises out of it and during the warranty period will repair / replace as per warranty conditions. If the equipment is not under warranty, a functional standby has to be provided as per the SLA conditions. Any functional standby has to be of an equivalent or higher configuration failing which penalties as per SLA would be applicable.
- The vendor will own the responsibility of maintaining the System Uptime as per the defined SLAs.
- In case of breakdown of any component of the VC Solution the vendor has to rectify the same as per time frame laid out in the SLA, failing which penalty would be applicable.
- If, the breakdown is due to any of the exclusions mentioned in the SLA, the vendor has to provide a functional standby of equivalent or higher configuration, failing which penalties as stipulated in the SLA would be applicable.
- The vendor has to provide a complete procedural workflow for scheduling of calls and ad-hoc calls.
- The vendor has to provide out-of-the-box reports and customized reports templates based on the needs of LIC. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics of video conferencing meetings etc. A separate log in for accessing these reports has to be provided to LIC officials.
- The vendor has to provide a help desk/ticketing tool for logging of complaints, within LICs network, where the user will have an end to end view of the complaints. The complaint logging system should have features like auto-escalation, re-opening of calls etc. The complete workflow will be designed in consultation with LIC. At the end of a quarter the tool should be able to generate the downtime for all locations separately.
- This ticketing tool should be accessible both from LICs network as well the bidders network.
- For the three points mentioned above the vendor has to provide a separate interface for LICs administrators for all locations.
- The vendor has to provide dedicated concierge services for call setup, joining the calls, monitoring and control or any other assistance required.
- The vendor has to provide support over the phone, if required.
- The Video conferencing devices in each of the rooms must have a common user interface and icons for easy access and uniformity to ensure that the users get the same experience in any conference room.

- The devices must be based on custom hardware and software made by the same OEM. No external PC or any other form factor is acceptable.
- All the devices must have 4K resolution for the camera chipset.
- All the calls must be connected at Full HD resolutions from the LIC offices to deliver the best viewing experience to the users.
- The collaboration solution must allow users to use a software client to join VC meetings from their computers itself. Full functionality of the conference, such as ability to change layout, list of participants, view presentations etc should be available to such participants. The users should get the best performance based on the bandwidth available to their PC. The solution must provide the users to get 1080p resolutions when high bandwidth is available.
- A central controlling portal must be provided to register and manage the VC devices. Every VC device should be assigned a unique room name to it for easier searching and finding these devices on the portal using site names or tags. It should also be possible to configure notifications/alerts for critical events such as whether the device is up or down, registered or unregistered, any Audio or Video issue is identified, any change in the configuration done by the user/administrator, Quality of an ongoing call such as packet loss, jitter, latency.
- Usage of the device should be easily available using data from the VC device such as how many calls were made, methodology of joining calls e.g. USB Passthrough or SIP, CVI etc. All this should be available from a central dashboard with secure log in.
- Central configuration and provisioning of the VC devices should be available so that the configuration of the VC devices can be provisioned or back up and restored using templates.
- Additionally, it should be possible to take remote control of the device to manage it without the engineer having to enter the room. It should also be possible to gather analytics such as room utilization, uptime, usage, etc.
- Wireless presentation sharing using Miracast and Apple Airplay must be supported on all the devices natively or an additional hardware such that users are able to use it using without any additional software on the PC/laptop.
- The solution provided must allow VC devices to register to a central call control solution to join into MS Teams Meetings, Zoom Meetings and Webex meetings using SIP. One Button to Join must be provided using integration with a calendaring system on all the devices.
- LIC should have the privilege to open a case directly with the OEM TAC on 24X7X365 basis without the intervention of the partner to get immediate support. (Supporting Document: letter from OEM).
- OEM has to have depots in different cities in India to provide replacement units in case of failures. The list of locations must be submitted by the OEM (Supporting Document: letter from OEM).
- In case of any hardware failure, and an RMA has been successfully created, the OEM must provide a replacement device before the end of the next working day.
- Further the OEM needs to perform the below duties directly -
 - 1. Manage LIC's overall adoption lifecycle journey.
 - 2. Provide LIC with Monthly release updates, including News-letters on Product Updates & Developments.
 - 3. Provide LIC with Personalized onboarding & adoption guidance and best practices.
 - 4. Share insights with LIC on usage reporting to demonstrate realized value.
 - 5. Manage Critical change management migrations for LIC to maintain foundational experience.
- The VC devices must have the Voice Command feature so that users can use Voice commands to perform common operations such as Join Meetings, Dial a person by calling out the persons name, increase/decrease volume etc. This must be possible using built-in or additional components but the bidder has to take complete ownership of the entire solution.
- All the Large conference rooms as specified by LIC shall be equipped with the Interactive Collaboration devices that will enable white boarding and annotations to be done. This must be integrated with the VC device such that when a whiteboarding is started on this Collaboration device, this whiteboarding is visible on the large screens and to the remote/far end participants.
- The bidder should size the bandwidth for the internet outbreak for cloud based VCs in such a manner that the user gets the best experience as specified in technical specifications of RFP.
- Similarly, the bidder should provide size for internet outbreak between cloud based video bridge and on prem video bridge.

- The solution must have a conferencing solution that must allow participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via the browser using WebRTC compatible browsers in a single conference. Every conference must allow up to 1000 participants. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution.
- Latest Features such as Meetings summary, translation etc must be available for conferences.
- The media Traffic from all the Video Conferencing devices must be switched locally on the MCU deployed on the VC network so as to ensure consistent quality and managed services. Participants from Internet using soft client must be verified using a LIC domain id and SSO.

1.6. Documentation

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy shall be supplied as final document.
- Documents for high level design, detailed design, and configuration of individual features set on various appliances, general testing, standard operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidders.

1.7. Training

Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided at no additional cost to LIC through OEM approved Authorized agencies/faculties.

- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality and the design for each solution under the scope of this RFP.
- During Implementation: During installation visit the vendor will impart onsite necessary training to Division/Zone /branch / office staff for user level training.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day to day operations, booking, monitoring, installation, implementation, administration, usage, troubleshooting, generation of reports, interpretation of reports, logs etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly as per the below table for people nominated by the LIC for each solution specified in the scope of work.
- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the functionalities of the solutions and the latest features for minimum of one day. LIC has the right to exercise this training option at its discretion.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training

Solution	Pre-Implementation (Days)	Post-implementation (Days)
VC solution	1	2

- The detailed training documents should be given to the training participants. The detailed theory & hands-on training should be imparted by the OEM Authorized personnel at LIC premises.
- The training facilities shall be made available by LIC, the Bidder will have to ensure that training is imparted in a professional manner through certified and experienced personnel (other than on-site Personnel) and proper course-ware is given to every person attending the training.

1.8 Acceptance by LIC

- The Goods supplied by the Bidder should meet the technical specifications envisaged in this tender document.
- A comprehensive “Acceptance Test Plan” document, containing various aspects of the „Acceptance

Test" to demonstrate all the features of the proposed Solution, shall be submitted by the bidder. The same shall be discussed with LICs representatives and modified suitably (if required) in the form of a User Acceptance Test (UAT).

- Acceptance tests should explicitly demonstrate the various aspects mentioned in the technical specifications and the scope of work
- The solution will be considered to have been commissioned when all services as described in this tender document are able to run smoothly over the network. Mere installation of appliances/equipments with out-of-the box features will not be considered as commissioning of the proposed solution.
- The final acceptance will be provided by LIC after verifying all aspects as mentioned in the UAT have been delivered to satisfaction.

2. Continuity

The bidder agrees for the following continuity arrangements to ensure the business continuity of LIC:

- In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to LIC and to any new contractor engaged by LIC, for the smooth switch over and continuity of the Services.
- In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.

3. Compliance with IS Security Policy:

The Vendor shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality;
- ii. Responsibilities on system and software access control and administration;
- iii. Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor;
- iv. Physical Security of the facilities;
- v. Physical and logical separation from other customers of the Vendor;
- vi. Incident response and reporting procedures;
- vii. Password Policy;
- viii. Access management Policy;
- ix. Acceptable usage Policy (Authentication and Identity Management, Authorization and access control);
- x. Data Encryption / Protection requirements of LIC;
- xi. Cyber Security Policy;
- xii. Auditing;
- xiii. In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured as per DPDP Act and DLP.
- xiv. Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC;

4. Right to Audit

- i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the

efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC

- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.

Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.

5. Survival

The following are general clauses which survive the termination and expiry of the contract.

- ❖ Intellectual Property Rights;
- ❖ Indemnity;
- ❖ Insurance;
- ❖ Confidentiality and privacy;
- ❖ Protection of personal information;
- ❖ Security;
- ❖ Audit and access; and
- ❖ Knowledge transfer
- ❖ Warranty

If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner.

6. Severability

If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner.

7. Knowledge transfer:

Vendor must transfer/provide LIC access to all information stored on termination or expiration of the contract. Duration of Knowledge transfer shall in no event exceed 90 days

8. Land Border Clause:

The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the form of Annexure XII which shall form a part of eligibility criteria specified in this RFP.

9. Change in Constitution:

Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to LIC and such change shall not relieve any former member of the firm, etc., from any liability under the contract

Prices

- a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction (if Online Reverse Auction is not held, the lowest price discovered through Commercial Bid) and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period.
- b. Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.

10. Service-Delivery and Project Management:

The selected vendor will have to post an onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The details of the SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office. The onsite SDM should have the following minimum profile:

- a) Minimum 5 years of IT experience
- b) ITIL aware and having knowledge of Service Delivery processes.
- c) Minimum 2 years of Program Management experience.
- d) 2 years' experience in deployment of managed VC services.
- e) Experience of handling/managing teams (Minimum 5 reportees).

The responsibilities of the On-site Service-Delivery Manager as a part of support are as follows (*indicative but not exhaustive*):

- a) Act as a Single Point of Contact (SPOC) for the entire project
- b) Responsibility for the entire execution & management of the project after receipt of purchase order. (ii) Overall monitoring of project
- c) Coordination for Delivery/Installation of New hardware in stipulated time frame
- d) Call flow management, Quality Service Delivery
- e) On-site Team management
- f) Overall monitoring and management of managed VC solution and related services
- g) SLA management and reporting
- h) Submission of periodical Reviews and reports required by LIC.
- i) Crisis management and Emergency response procedures.
- j) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- k) He should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.

The Vendor shall submit to ED (IT/DT), CO, Mumbai the name and contact details, including address, telephone number, mobile number, FAX number/email address of the nominated Service-Delivery Manager.

It is mandatory for the concerned Service-Delivery Manager to have structured meeting with the ED(IT/DT)/Secretary(IT)/Dy. Secretary(IT)/Assistant Secretary (IT), Network Section of Central Office once a week, preferably on Monday, during the implementation period from the date of receipt of the first Purchase Order by the vendor. Weekly meetings should be held till the project is entirely rolled out.

In short, Onsite Service-Delivery Manager shall carry out and coordinate the various tasks involved in the project like Project scheduling, tracking, monitoring, identifying risks, liaising with all stake holders (*OEM, vendors back-end teams etc.*) and reporting to LIC on the overall progress of the project, etc. No charges will be payable by LIC for the onsite Service-Delivery Manager.

The vendor has to nominate a zonal account manager at zonal headquarters. The Zonal Account Manager will be required to meet the respective Regional Managers (IT) on a fortnightly basis for the first six months and quarterly basis thereafter at the Zonal headquarters on a mutually convenient date to sort out the regional service issues. The first such meeting with the Regional Manager (IT) should be held within 2 weeks from the date of receipt of the first Purchase Order by the vendor. The vendor should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting. The minutes of the meeting shall be signed by RM (IT) and the above Zonal Account Manager. If the above conditions are not met, penalty as defined in Table-6 of Para-E (1) under Section-E (SLA) will be applicable.

11. Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of an onsite L1 & L2 support personnel at Central office (IT), Mumbai with the qualifications and Experience as described below. As per the changing business needs, LIC may ask the Personnel to report for duty in different Time Windows as per the need of LIC.

L1 onsite support personnel Qualifications:

- a. Graduate in Science/Engineering with at least 2 year of Experience in implementation and maintenance of Video Conferencing solution.
- b. Should have good knowledge on implementation, integration, troubleshooting and various functionalities of the proposed VC solution along with the network aspects.
- c. Should be able to monitor remotely the VC solution at all locations.
- d. Should be on the pay-roll of the vendor i.e. not outsourced.
- e. For seamless integration of the entire solution, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- f. The L1 should have a backup resource of L2 who will complement the person during routine jobs and supplement, if he is on leave. The L2 should be accountable for providing the technical support to LIC.
- g. The L1 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- h. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

L2 onsite support personnel Qualifications:

- a. Graduate Engineer (B.E. / B. Tech or equivalent) with at least 3 years of experience in implementation and maintenance of the Video Conferencing solution the person should be certified on the VC solution being quoted.
- b. Should have good knowledge on implementation, installation, integration, troubleshooting, network aspects and all the functionalities as mentioned in the technical specifications of the solution being proposed.
- c. Should be able to monitor and provide guidance remotely to all locations.
- d. Should be able to do day-to-day maintenance of all components of the VC solution.
- e. Should help to locate issues related to security aspects of the managed VC solution and notify the same and assist in its resolution.
- f. Should help to locate issues related to the managed VC solution and notify the same and assist in its resolution.
- g. Should be able to do required changes in configuration, policies, creation of rules etc.
- h. Should be on the pay-roll of the vendor i.e. not outsourced.
- i. For seamless integration of the entire solution, the vendor will have to co-ordinate with the various projects and resolve the problem.
- j. Should be able to co-ordinate with various offices and provide support to users.
- k. The L2 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- l. The L2 should be accountable for providing the technical support to LIC.
- m. He should have the competency to educate the video conferencing administrators of LIC at Central office with regard to various jobs; trouble- shoot any related issues etc.
- n. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

Submission of CV, selection of the onsite Engineers by LIC, other conditions:

Following conditions shall be applicable regarding the onsite L1/L2 support:

- a. Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 3 weeks from the date of issue of purchase order/Letter-of-Intent.
- b. If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.

- c. If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- d. Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.
- e. In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- f. If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable.
This will be cumulative in nature for each occurrence.
- g. In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable
- h. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- i. The selected vendor will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose

SUPPORT PLAN: The Bidder should provide a detailed plan on the support for the Video Conferencing solution to maintain the system uptime of at least 99.9%.

SUPPORT PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the IT/DT Department, Central Office, LIC for different categories of support calls.
- b. Day-to-day maintenance of the complete VC setup.
- c. The support Personnel provided should be conversant with the entire setup from scratch, LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- d. The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- e. The onsite support Personnel should re-install/ reconfigure any component/ system of the VC solution supplied by the vendor, if required.
- f. In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved as per the SLA.
- g. The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- h. Up gradation of products to the latest version at all the locations, whenever applicable by following a risk- based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- i. The vendor has to do necessary implementations required from business continuity perspectives with respect to the VC solution.
- j. Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools and other aspects.
- k. The Vendor has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
- l. Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- m. The vendor has to comply with the following attributes related to VC solution:
 - LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the

new resources, which should be approved by LIC.

- All necessary steps/changes have to be effected in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third party security audit / inspection report.

Note:

- No telephone connection/laptop/desktop will be provided by LIC to the onsite support persons.
- The on-site L1 and L2 support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.