



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Central Office, Information Technology Department, 2nd Floor, Jeevan Seva Annex, Santacruz (West), Mumbai- 400054

Ref: RFP/LIC-CO/IT-BPR/NW/RFP/2017-18/02 Dated 31/01/2018

Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of one onsite L1 engineers at Zonal Offices and one L1 & one 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 LICs requirements.

L1 onsite support personnel Qualifications:

- a) BE/B. Tech/Diploma in Eng. or MCA/BSc-IT/BSc-Computers with CCNA certification.
- b) Should be on roll of vendor as on the date of his/her deployment to LIC.
- c) Should have worked in a PSU/Govt./ Pvt. Bank or any other organization etc. having a large network and should have handled and managed network links and equipments for a period two years.
- d) Should have working experience of minimum two years and expertise maintenance of network links, routers, and other networking equipments.
- e) Should have good knowledge on implementation, integration, troubleshooting, maintenance and various functionalities related to the project.
- f) Should be able to do day to day maintenance of the entire project.
- g) Should be able to remotely monitor, co-ordinate and troubleshoot the links at all location under his jurisdiction.
- h) Should be able to co-ordinate with various offices/other service providers and provide support to users.
- i) For seamless implementation and maintenance of the entire project, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- j) The L1 should have a backup resource of L2 at Central Office, 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.
- k) The L1 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- l) 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) BE/B. Tech/Diploma in Eng. with CCNP certification.
- b) Should be on roll of vendor as on the date of his/her deployment to LIC.
- c) Should have worked in a PSU/Govt./ Pvt. Bank or any other organization etc. having a large network and should have handled and managed network links and equipments for a period three years.
- d) Should have working experience of minimum three years and expertise maintenance of network links, routers, and other networking equipments.
- e) Should have good knowledge on implementation, integration, troubleshooting, maintenance and various functionalities related to the project.
- f) Should be able to do day to day maintenance of the entire project.



- g) Should be able to remotely monitor, co-ordinate and troubleshoot the links at all location under his jurisdiction.
- h) Should be able to monitor and provide guidance remotely to all locations.
- i) Should help to locate issues related to the project and its maintenance and notify the same and assist in its resolution.
- j) Should be able to do required changes in configuration, policies, creation of rules etc.
- k) Should be able to co-ordinate with various offices/other service providers and provide support to users.
- l) For seamless implementation and maintenance of the entire project, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- m) The L2 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- n) The L2 should be accountable for providing the technical support to LIC.
- o) 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.
- p) 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 twelve 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 3 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 PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the IT/BPR Department, Central Office, LIC for different categories of support calls.
- b. Day-to-day maintenance of the complete project.
- c. The support Personnel provided should be conversant with the entire setup from scratch, LICs requirements, administration tasks, 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 project provided 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. Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- l. The vendor has to comply with the following attributes related to the MPLS 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.