

Revised Service Delivery and Project Management

1. Service-Delivery and Project Management:

The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The details of 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) Minimum 2 years of Program Management experience.
- c) 2 years' experience of Network deployments.
- d) 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) Overall monitoring and management
- f) SLA management and reporting
- g) Submission of periodical Reviews and reports required by LIC.
- h) Crisis management and Emergency response procedures.
- i) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- j) He should be placed at LIC premises in Mumbai during LIC's office hours. However, the hours may be extended whenever required.

The Vendor shall submit to ED (IT/BPR), 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/BPR)/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 stakeholders (*OEM, vendor's 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.

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2. On-site support (Facility management)

As part of On-site support, the vendor should post L1 engineers as per details given below. The vendor will have to submit the Curriculum Vitae (CV) of the proposed Service-Delivery Manager and L1 network engineers matching the qualification criteria as defined in this RFP.

Sl No	Location	Level	Number of Resources
1	Central Office at Mumbai	SDM	One
2	Central Office at Mumbai	Level 1	One

- The onsite-engineers at LIC office should be capable of monitoring and troubleshooting any problem related to LIC's network and networking equipments deployed in LIC. Co-ordinate with all the stakeholders and resolve the network related issue.
- The vendor will also have to earmark an Offsite L2 Network 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.
- Normal office timings will be half an hour before and after the office hours of LIC (Monday to Saturday), except on second and fourth Saturday. However, 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.
- LIC may increase/decrease the number of onsite resources (L1), as per LIC's need and experience, anytime during the contract period with one month prior notice to vendor.

Note:

No telephone connection will be provided by LIC to the onsite support persons. The on-site support (Service Delivery Manager and the L1 Engineer) 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.

3. Responsibilities of on-site Level-one (L1) resource:

The responsibilities of L1 engineer as a part of On-Site support are as follows (list is indicative and not exhaustive :

- Day-to-day maintenance of the network equipments etc. under the entire zone, covered under the scope of this RFP
- The support Personnel provided should be conversant with the regular configuration from scratch.
- Liaisons with the field personal/channel partners/service-providers for prompt resolution of problems and ensure best site-uptimes and Network uptimes.
- Network equipment installation at the locations where Network Engineers are based.
- Manage Network equipment configuration (as per LIC's NISP / templates).
- Trouble shooting and debugging of problems, if any
- Changes in configuration on the Network devices
- Monitoring of QOS performance
- Liasioning with the LIC-users for prompt resolution of problems
- Escalation of unresolved issues to offsite L2 engineer(s)
- Ensure proper functioning of network and Overall SLA management
- Integration of networking equipments with ACS/TACACS and Configuration Management Tools
- Update call status in the ticketing system installed by LIC
- Link monitoring, management and trouble-shooting such as monitoring link status, latency etc., CRC errors on links, Reliability of link, link utilization, identify bottlenecks etc.

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

Following conditions shall be applicable regarding the onsite L1/SDM 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 2 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 4 weeks of being intimated of the selection by LIC.
- d. Shortlisted candidates may 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, for reasons other than termination, death and hospitalization.
- 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.

5. Minimum Qualification criteria for the onsite L1 Engineer:

- a) BE/B Tech/Diploma in Egg. Or MCA/BSc-IT/BSc-Computers with CCNA or equivalent 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 & managed networking equipments for a period two years.
- d) Should have working experience of minimum two years and expertise in routers, switches and other networking equipments.