

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.

The successful bidder has to submit a Background Verification Report conducted by Police of all resources deployed (L1 support, L2 support, Offsite L3 Engineer and Service Delivery Manager)

L1 onsite support personnel Qualifications:

- a. Graduate in Science/Engineering with at least 1 year of Experience in implementation of Next Generation Firewall, NIPS, NIDS etc. The person should be certified on the firewall products being quoted.
- b. Should have good knowledge on implementation and its functionality of security products in a heterogeneous environment
- c. Should be able to monitor remotely all the products at 4 locations from Central office, Mumbai or alternate site of LIC at Mumbai.
- d. Should be in 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 the 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. He should have the competency to educate the Security administrators of LIC at Central office with regard to daily jobs; trouble- shoot any related issues etc.
- i. 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 2 years of Experience in implementation of Next Generation Firewall etc. The person should be certified on the firewall products being quoted as well as on NAC.
- b. Should have good knowledge on implementation and its functionality of security products in a heterogeneous environment.
- c. Should be able to monitor remotely all the products at 4 locations from Central office, Mumbai or alternate site of LIC.
- d. Should be able to do day-to-day maintenance of all security devices/appliances/equipments etc. at all locations.
- e. Should help to locate issues related to security aspects and notify the same and assist in its resolution.
- f. Should be able to do required changes in configuration, policies, etc.
- g. Should be in the pay-roll of the vendor i.e. not outsourced.
- h. For seamless integration of the entire solution, the vendor will have to co-ordinate with the various projects and resolve the problem.
- i. The L2 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- j. The person should have a backup resource of L2 / L3 who will complement the person during routine jobs and supplement, if he is on leave. The L2 / L3 should be accountable for providing the technical support to LIC.
- k. He should have the competency to educate the Security administrators of LIC at Central office with regard to daily jobs; trouble- shoot any related issues etc.
- l. 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

Onsite support additional requirements:

In addition, the onsite support shall carry out and shall be responsible to do following functions for all/respective components of the total solution:

- i. Overall monitoring, management, and Quality Service Delivery
- ii. NGFW, APT/Sandbox appliance, IPS, IDS and Email Security Sandbox Appliance, etc. equipment health monitoring.
- iii. Server Security Management and Optimization
- iv. Data Backup & Recovery
- v. Software patches and updates as provided by the OEM from time to time
- vi. Monitoring of ports, Rules, Change in Rules and its impact analysis
- vii. Periodic assessments, maintenance, and health audit of individual device as well as that of the overall infrastructure
- viii. Resolution of both logical and physical issues/ problems relating to the solution and/or related processes.
- ix. Maintain Device Configuration
- x. Crisis management and Emergency response procedures
- xi. Real time visibility to resource utilization statistics
- xii. Ensure Managed Components can successfully send and receive and/or process data traffic and report failed passwords and community SNMP strings RFP for Next Generation Firewall Solution and Email security with Sandbox Solution.
- xiii. Detect that an Event has occurred by monitoring syslog, SNMP trap messages, KPIs, and/or Threshold Crossing
Alerts from Managed Components
- xiv. Create and implement Event Management policies
- xv. Help identify meaningful Events by creating filtering rules
- xvi. Implement Event correlation and filtering through Event Management policies when an Event occurs
- xvii. Disaster Recovery
- xviii. Proactive insights to help remediate issues quickly and also detailed drill-downs to identify the impact quickly.

- xix. Maintain History of critical events
- xx. Configuration Backups
- xxi. Plan & Validate critical changes and prepare Change Procedure, Analyze impact of Change and execute approved changes
- xxii. Verify software releases, bug fixes, vulnerability fixes and identify recommended software.
- xxiii. Capacity and License Management
- xxiv. Log Collection and Analysis
- xxv. Root Cause Analysis for Critical & Repetitive Incidents
- xxvi. Preparation of frequently known error datasheet
- xxvii. Support scheduled mocks and DR drills.
- xxviii. Daily Checklist and Historical Trend Analysis
- xxix. Manage the lifecycle of Change Management Requests, as required, resulting from an Incident, Problem, Service Request
- xxx. Service Request, Change and Incident Tracker
- xxxi. Audit and Compliance Readiness Support