3. 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, L1 engineers matching the qualification criteria as defined in this RFP.

SN	Location	Level	Number of Resources
1	Central Office at Mumbai	Level 1	Two
2	Central Office at Mumbai	Level 2	One

a) The onsite-engineers at LIC offices 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 stake-holders and resolve the network related issue.

b) The vendor will also have to earmark an Offsite L3 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.

c) Normal office timings will be half an hour before and after the office hours of LIC (Monday to Friday). 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.

Note:

No telephone connection 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.

4. Responsibilities of on-site Level-one/Level-Two (L1/L2) resource:

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

a) Technical aspect of project implementation.
b) The support Personnel provided should be conversant with Switching, Routing and the regular configuration from scratch.
c) Day-to-day maintenance of the network equipments etc. under the entire zone, covered under the scope of this RFP
d) The support Personnel provided should be conversant with the regular configuration from scratch.
e) Upgradation of existing routers IOS and troubleshooting.
f) Liaisons with the field personal/channel partners/service-providers for prompt resolution of problems and ensure best site-uptimes and Network uptimes.
g) QOS/Access list etc. designing and implementation in consultation with LIC Network team
h) Network equipment installation at the locations where Network Engineers are based.
i) Manage Network equipment configuration (as per LIC's NISP / templates).
j) Trouble shooting and debugging of problems, if any
k) Changes in configuration on the Network devices.
l) Monitoring of QOS performance

m) Liasioning with the LIC-users for prompt resolution of problems
n) Escalation of unresolved issues to L2/L3 engineer(s)
o) Ensure proper functioning of network and Overall SLA management
p) Integration of networking equipments with TACACS, Network Management System and Configuration Management Tools.
q) Update call status in the ticketing system installed by LIC

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

Following conditions shall be applicable regarding the onsite L1/L2/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 6 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, 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.

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.

10. Minimum Qualification criteria for the onsite L2 Engineer:

a) BE/B Tech/Diploma in Egg. Or MCA/BSc-IT/BSc-Computers.

b) A valid CCNA or equivalent certification.

c) Should be on roll of vendor as on the date of his/her deployment to LIC.

d) 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.

e) Should have working experience of **minimum Five years** and expertise in routers, switches and other networking equipments.