Onsite support at Processing Centre, Regional Offices & DR

Onsite IT Support is divided into two parts.

a. Onsite engineer at Processing centers, Regional Offices (1 dedicated resource at Regional Office(RO) & HUB Processing Center (HPC) as defined by SBIL)

b. Onsite engineer at Disaster recovery center (24x 7 support)

a. Onsite engineer at Processing centers, Regional Offices (1 dedicated resource at RO & HPC as defined by SBIL)

Objective

The objective of this service is:
   a) To ensure functional availability for the Desktops, laptops, Printers, VC Device's, Scanners, Server and other peripherals.
   b) Ensure a lowest downtime for servers, desktops/Laptops, Printers, Scanners, VC Devices etc.
   c) End to end desktop management for hardware, OS and Applications.

This Service provides desktop support services to End users who require assistance in the resolution of problems, concerns, and queries. This support incorporates all desktops, laptops, scanners, printers, installation and re-installation, asset movement, configuring and loading of operating system and SBIL Applications as well as inventory management.

Engineer has to visit offices (within the same city, without any extra cost) once or twice in a week and as and when required as per SBIL instruction.

Responsibilities

- Incident and problem management for Server, desktop and other peripherals.
- Backup Activities.
- L1 Support for Symantec end point protection.
- L1 Network Support for desktop users.
- L1 Support for AMC and Warranty Systems.
- Preparation of New System.
- Preventive Maintenance. (Checklist is attached in Annexure- D.2 in RFP)
- Projects as advised by CPC.
- Application support.
- OS support & update / upgrade
- Printer & Scanner management.
- Compliance management as advised by CPC.
- Security adherence as advised by CPC.
- Active Directory support & management at branch in coordination with Data center team at Belapur.
- File print management at branch.
- L1 Support for Video conferencing and AV Devices etc.

Deliverables

- **Proactive Monitoring**

  Printer Supply Management by using HP Jet Admin

  Daily server monitoring and sending periodic reports

  Physical monitoring of WAN and LAN devices.

  ITAM and Remedy, DLP agent status / Antivirus updates/ Audio Video Devices/Any other SBIL Devices or Software checking on daily basis.

- **Incident and problem Management**

  Ensure all calls/complaints are logged in service desk software

  Tracking and Co-ordination of all incidents / problems till resolution.

  Trends on the incidents / problems.

- **Administration Services**

  All IT Asset Inventory at RO/HPC.

  Monthly Page count report for all network printers

- **Backup Activities**

  Scheduled Server backup as per SBI Life Insurance.

  Managing daily & weekly backup as per scheduled.

  Ensure proper storage & handling of media to prevent data loss

- **L 1 Support for Antivirus, DLP, NAC & any other agents**

  L 1 support & troubleshooting for Antivirus DLP, NAC & any other agents

- **L 1 Network Support**

  L1 troubleshooting of Local Area Network e.g. LAN Switches, Cables, Wi-Fi etc.

  L1 troubleshooting and physical support for WAN devices e.g. Routers, MODEMs, UTM Devices etc.

- **L 1 Support for AMC and Warranty Systems & other IT Devices.**

  L1 troubleshooting of IT devices, logging calls and coordination with respective AMC / warranty vendors.

- **Preparation of New Systems**

  Preparation of desktop / laptop systems for branch users, configured as per SBI Life ISMS policies & guidelines.

  Installation of software, applications, agent's data backup /restore etc. as per SBI Life approved software list for specific user.

- **Preventive Maintenance**

  Perform Physical PM on quarterly basis on all desktop/laptops as per the check list provided by SBI life

  Periodic updating of Windows OS versions (Based on Microsoft end of support cycle), Security patches, ITAM agent, DLP Agent, AV patches, NAC Agents, VPN Agents, SBIL Approved Software version updates, and MDM Agents etc.

- **Projects**

  Carry out any additional activity in SBI Life premises e.g. hardware / software up gradation on desktops / Laptops, deployment of new software etc.

- **Application support**
    - L1 Support to SBIL various business applications.

- **OS support**
    - Installation, Configuration, Management, upgrade as per the OS end of life cycle declared by OEM and Troubleshooting

- **Printer & Scanner Management (Network / Local)**
    - Installation, Configuration, Management and Troubleshooting.

- **Security & Compliance management as advised by CPC**
    - Prepare, collect, maintain and update all the records related to the activity performed by them for SBIL in the prescribed format as per the audit & compliance requirement of regulatory & certification bodies. Provide the information as required by the auditor/reviewers/assessors during internal as well as external audits/reviews/assessment/security test and also close the gaps related to technical as well as processes in consultation with SBIL.
    Adherence of security guidelines as advised by SBI Life.

- **AD support & file print management at branch**
    - Level 1 support for Active Directory in Coordination with Data center team at Belapur.
    F&P support, Management.

Any other IT related activity for which the person would be duly guided and / or trained by SBI Life.

b. Onsite engineer support for Disaster Recovery

Objective

Server management service will address the technical support requirements for SBI Life's server infrastructure to cover server support.
- Server management i.e. OS and hardware.
- AD management.
- DR execution.
- DR drill support.
- Facility supervision.
- Network equipment monitoring.
- SAN Monitoring.
- Inventory & Asset Management.
- Process and compliance management.
- Server & Network equipment rack mounting.
- Documentation.
- Vendor Management.
- Data Backup and Restore
- Support in ITAM, DLP etc. agent, patch deployment in server and maintenance.

Responsibility

- Provide availability monitoring
  - a) Monitoring of Servers as per defined service window and provide near real-time reports through monitoring tool provided by SBI LIFE,
  - b) Physical monitoring of all the devices present in the data centre at least three times in 24 hours and alerting the respective team, call logging with OEM and follow up and support till resolution for issues observed
- Provide Server Performance Monitoring
- Monitoring of all server platforms and operating systems for critical performance counters, errors and warnings as per the service window specified
  - Critical Performance counters include
    - i. CPU Utilization
    - ii. Memory Utilization
    - iii. Disk Utilization
    - iv. Disk IO
    - v. Free Disk Space
    - vi. Bytes received / send
    - vii. Available MBs in RAM
    - viii. Paging file usage
- Monitor all the event logs & take the corrective actions,
- Ensure all the servers event log are error free,
- OS Patch Management as per SBIL patch management policy defined for respective OS.
- Server Administration including but not limited to
  - a) Orderly start-up and shutdown of servers,
  - b) First level hardware support and troubleshooting.
  - c) Call logging with OEM/Support team and follow up till end of resolution.
  - d) Restoration of server operating system in the event of a crash.
  - e) Resolve server problems like system 'hang', hard disk crash etc.
  - f) Monitoring and Resolving Antivirus updates on Windows Servers
- Other activities
  - a) Execute data backup and restoration for SBIL
  - b) Process adherence and documentation as per the SBI LIFE backup policy
  - c) Perform Install, Move, Add or Change (IMAC) at the server level,
  - d) Adherence to daily checklist for server maintenance as provided by SBI LIFE,
  - e) Assessment and reporting of Audit logs of File server, AD etc .
  - f) Generating various reports to File server and following up with users for resolving issues related to file servers and AD.
- Escalating unresolved problems to the principal / vendor for ensuring resolution,
- Maintain server inventory along with AMC/Warranty details.
- Management of facility services of Virtual, Storage and Back up.
- Providing Network and Fiber connectivity at DR Site.
- Assisting Network team for resolving link related issues.

The above lists of activities are to be carried out by the resources but not limited to the above

Infrastructure Details for resident engineer.

IT Assets	Per RO /HPC (Avg)
Server One (Windows)	Windows
Desktops	10
Laptops	50 to 100
Printers	2 to 5
Network & Security Devices	4 to 8
Scanner	3 to 4
AV Devices	3 to 4

Infrastructure Details for DR engineer.

IT Assets	DR Site (Avg)
Server	Windows 24 & Other 68 = 92
Network Equipment	7
Firewall	3
SAN / NAS Storage	7
Backup library	3
LB \WAF	5
DLP	8
Blade chassis	5
SAN Switch	8

Expected growth of the infrastructure is 20% per year

Uptime management * -

Vendor will make all efforts to ensure that there is 99% up time calculated on monthly basis for the above mentioned SOW. the uptime however will not be in effect under the following conditions:

   A.   Downtime caused due to any hardware related & application related problems.
   B.   Assets crashing due to hardware issue.
   C.   Downtime due to Network failure.
   D.   Downtime due to any other infrastructure failure.
   E. Planned downtime scheduled by SBI Life.

Deliverables

- In time reporting at site
- Maintain TAT and SLA.
- Vendor management.
- No escalation from senior management at region.

The productivity for Onsite IT Support is to be delivered as per below.

Roles	Response Time	Resolution	AHT	Total Resources	No. of Calls to be handled per day per resource	Approximate calls per day
Resident Engineer at RO & HPC	10 min	30 Min	30 Min	26	16	416
Resident Engineer at DR site	Immediate	30 Min	30 Min	4	As per Requirement	-

Resources Criteria for onsite resident engineer support in processing centre & DR site.

Type of services	Disaster Recovery	Branch IT Support
Contract Period	As per RFP	As per RFP
Mode of Delivery	On-Site	On-Site
Qualification of Resources	Degree or Diploma from Engineering & Computers field. Graduate in Science stream.	Degree or Diploma from Engineering & Computers field. Or Graduate in any stream with adequate experience in handling the IT Support
Certification	Any Microsoft certificate with relevant experience will be desirable.	9 am to 9 pm*6 days. Extended hours or support on working or holidays as per SBIL Business requirement.
Services window	24 * 7 DR Site	9*6 (16 RO & 10 HPC Locations)
Onsite 37 Resource	4 Onsite resource	26 onsite engineers at RO & RPC. 2 Team Leaders, 2 L1 Compliance engineer 1 L2 compliance engineer, 1 L1 printer & scanner support 1 Project manager at CPC Belapur.
Experience of the resource in managing Servers	Engineer – 2 to 4 years + certifications will be a added advantage	Engineer – 2 years + certifications Project manager: 5 years + certification + 2 years' relevant experience in team handling. Prince2 or PMP can be added advantage. Team Leader: 5 years + certification + 2 years' relevant experience in team handling. ITIL can be added advantage. The TL should be seating at CPC managing all branch engineers. SoW for TL is as similar as mention above
Eligibility	All resources will be screened by SBIL & if found suitable then only hired by Bidder.	All resources will be screened by SBIL & if found suitable then only hired by Bidder.
Locations	Hyderabad DR Site & any other site within India if shifted as per SBI Life	Mumbai_RO, Ahmadabad_RO, Bangalore_RO, Bhopal_RO, Bhubaneswar_RO, Chandigarh_RO, Chennai_RO, Trvandrum_RO, Guwahati_RO, Hyderabad_RO, Jaipur_RO, Kolkata_RO, Lucknow_RO, New_Delhi_RO, Patna_RO, Vijayawada_RO, Bangalore_RPC, Bhopal_RPC, Bhubaneswar_RPC, Guwahati_RPC, Hyderabad_RPC,

			Kolkata_RPC, Lucknow_RPC, New_Delhi_RPC, Patna_RPC, Cochin_RPC,, CBD Belapur

SLA & Penalty Terms

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information on the service provided can be made available to customer and support areas.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by SBI Life - IT.

Service level monitoring will be performed by SBI Life-IT on a daily basis and reports produced and reviewed on a monthly basis.

- The Penalty will be imposed in case of noncompliance to the SLA against each service type.
- SLA / Penalty will be discuss and calculate in monthly review meeting and calculation will be finalize on quarterly base invoice with summary of three months SLA.
- SLA will be measured for each service type independently and accordingly penalties will be imposed as defined however overall penalty is capped to 10% of quarterly invoice.
- Any violation mentioned response and resolution time will be counted on default on SLA. All the defaults at month end will then be calculated to arrive at applicable proportionate penalty, on breaching agreed up-time by VENDOR.
- SBI Life will levy penalty on default in percentage proportionate to arrive at penalty amount not exceeding maximum of 10 % of quarterly payable fees and maximum tolerance to permissible breach is 05% of mutually agreed grace default for one month.
- In event of permissible breach occurrence for consecutive 3 months may call for management review by SBI Life (AVP and above) and VENDOR (Country head or vertical head) for review and commitment for service improvement within next 30 days otherwise contract may be cancelled and PBG will be in-cashed.
- Penalties for each Scope of work to be calculated on the basis of SLA/ TAT/ Response/ Resolution/ Head count mentioned in that RFP and same will be calculated basis on each service.
- For S1 severity calls to close maximum by 1 hrs else penalty 1 % of the Order value per hour of delay beyond the resolution time stipulated, maximum up to 5% of the order value for a month.
- Bidders Back office team of experts will be supporting the on-site resource all time & if Severity I problem occurs & the problem not resolved within 30 min then bidders back office expert should visit the site within 2 hours.

Sr. Num	Service type	Agreed SLA	Penalty
1	Centralized IT Service desk	98% calls to be handling, logging and assigning as per defined TAT productivity in Annexure B.2. & Annexure B.6	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (98%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 5% on quarterly billing value. Calculation will be done on the basis of our inbound call center tool.
2	Remote Support Calls	85 % Calls to be resolved as per TAT productivity in Annexure B.1	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (85%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 5% on quarterly billing value.

3	Comprehensive AMC /Soft call support	99 % Onsite comprehensive AMC and Soft (FMS) support calls to be responded on same day and resolution to be provided on next business day.	• For Printer (Soft & Hardware calls) - A penalty of Rs 500/- per day will be levied by the SBI Life on the company for failure to resolve an incident or provide standby for downtime exceeding SLA commitment. • For Desktop / Laptop (Soft & Hardware calls) - A Penalty of Rs 200/- per day will be levied by the SBIL on the Company for failure to resolve an incident or provide standby for downtime exceeding SLA. The penalties will be for the delay on daily basis beyond the stipulated downtime is applicable maximum up to 5% on the quarterly billing value.
4	Onsite support at RO, HPC & DR	99 % calls are to be closed in as per defined TAT in Annexure-B.4	For each breach of SLA will lead to penalty. For every 1% in SLA breach below agreed SLA (95%), penalty will be 1% of quarterly billing value. Maximum penalty applicable up to 5% on quarterly billing value.
5	Preventive Maintenance (PM)	100 % Physical PM to be done in 90 days cycle.	Penalty of Rs. 500/- per asset (desktop / laptop) will be imposed by the SBI Life on the service provider for failure to complete quarterly preventive maintenance of all IT assets available in branch. Maximum penalty applicable up to 10% on quarterly billing value.
6	Resource Availability	100% attendance to be complied	Any short fall of resource will be penalized to double amount of per day payout and calculated on Monthly basis. Backup resource to be available at site within 2 hrs else we consider as absent and accordingly penalty will be applicable.

Exclusion - Any consumable for which approval is required from SBI Life, Physical Damage

Severity definition for Incidences

Type of Severity	Definition	Response time	Resolution time
S1 - High	An incident that affects entire site or all users in a specified branch, Processing Centre or DR site. E.g. Server Down, domain controller down, Server Virus attack, an incident that affects a VIP user. Critical system component failed Severe business disruption. (Approximate 140 VIP Users across India and list will be share on 1st day of contract)	Immediate	10 Min
S2 - Medium	An incident that affects a group of users. Major business disruption. Impacting service provision of business /financial loss.	05 Min	15 Min
S3- Low	Minor disruption. An incident / service request that affects a single user.	10 Min	30 Min
S4- Planned Activity / projects	These are basically the planned tasks, which might involve multi vendors and are expected to take time to complete the tasks	1 Hr	4 Hr

For calculating SLA, The following matrix will be used:

Sr. Num	Service type	Agreed SLA	Achieved SLA in quarter (Average of three months)
1	Centralized IT Service desk	98%	
2	Remote Support Calls	85%	
3	Comprehensive AMC /Soft call support	99%	
4	Onsite support at Processing Centre & DR	99%	

5	Preventive Maintenance (PM)	100%	
6	Resource Availability	100%	

Measurement Matrix

Response time

No. of incidents & service request responded within stipulated response time * 100

Total number of incident & service requests received in month

Response time

No. of incidents & service request resolved within stipulated resolution time * 100

Total number of incident & service requests received in month

Performance Management

Customer C-SAT survey will be conducted by SBI Life every half yearly to measure satisfaction of given services and bidder has to achieve 5 overall score on the scale of 1 to 6 where 1 is poor support and 6 is excellent. Performance below 3 is not acceptable and calls for review with higher management meeting of bidder.

Support Window

Support Window (Service Coverage)

Off-site Resource: Monday to Working Saturday: 9:00 AM to 9:00 PM

    Onsite Resource: Monday to Working Saturday: 9:30 AM to 6:30 PM.

  DR Site: 24x7x365

- SBIL may require a larger time window as per SBIL business requirement including holidays & month ends for which prior notice will be given by SBIL.

- Business critical months, 24x7 services: Additional Resources for the business-critical months may require enabling support business needs.

- The Support team would be working on all working days of SBI Life irrespective of the vendor's holiday list.