

Scope of Work for Central Network Support Operation

Objective:

To manage Central Network Support operation of SBI Life Insurance Co. Ltd., from Belapur location. To ensure optimal performance and desired level of availability of all IT Networking infrastructure components. The service shall ensure a reliable and end to end management of enterprise network setup.

Key Points for Scope of Work:

1. Availability, performance & capacity management
2. Compliance management
3. Incident, problem & fault management
4. Configuration management
5. User ID management
6. Inventory Management
7. Projects

Availability, Performance & Capacity Management

- a. Monitoring uptime of – All IT networking devices / appliances in Data Center, DR, Head Office, CPC –Seawoods & Belapur and Branch Routers (CPE)
- b. Monitoring & managing uptime of all –
 - i. Central WAN links (MPLS, Leased Lines, Internet links, PRI Links etc.)
 - ii. WAN links to all SBI Life Branch Offices
 - iii. WAN connectivity to vendors, Business Partners & Contact Center
 - iv. LAN setup in DC, DR, HO & CPC including Wi-Fi setup
 - v. International branch office in Bahrain
 - vi. UTM- Broadband branches
- c. Liaison & escalating downtime of WAN links with respective Telecom Service Providers
- d. Providing L-2 support to SBI Life –Central Support Team for restoration of WAN links to Branch Offices
- e. Monitoring performance and resource utilization of all IT networking devices & utilization of all WAN links
- f. Preparing MIS reports for availability, performance & capacity of all network infrastructure components.

Compliance Management

- a. Performing periodic failover drills for critical networking devices & WAN links as per schedule defined by SBI Life. Preparing & maintaining failover drill reports.
- b. Providing support for DR drill activities scheduled by SBI Life.
- c. Closure of findings or observations out of Vulnerability Assessment, Penetration Testing, Secure Network Architecture review within desired time duration, defined by SBI Life.
- d. Adherence to ISO 27001:2013 guidelines for Information Security Management System (ISMS)

- e. Preparing, maintaining & updating Standard Operating Procedure (SOP) documents
- f. Preparing, maintaining & updating high-level network schematics & low-level network diagrams
- g. Assessment of Operating System of all networking devices, upgrade of OS, application of OS Patches, released by OEM and as defined by SBI Life.
- h. Tracking & updating all process compliance documentations as per SBI Life defined frequency.
- i. Preparing & maintaining all documents required to present during ISO 27001:2013 audits (internal audit & external audit) & Regulatory (IRDA) Audit.

Incident, Problem & Fault Management

- a. Troubleshooting problems in all networking devices, WAN links
- b. Escalating troubleshooting cases / RMA cases to respective AMC vendor, OEM TAC, Telecom Service Providers
- c. Preparing, maintaining & updating Known Error Database (KEDB)
- d. Preparing & maintaining RCA reports, Incident Reports etc.
- e. Providing support to all end-users in Head Office, CPC –Seawoods & Belapur, Data Center related to LAN connectivity.
- f. Liaison with other third party vendor engaged by SBI Life for any other services
- g. Coordination with third party AMC vendors & other System Integrators to achieve desired level of performance, availability & for troubleshooting technical problems & break fixes.

Configuration Management

- a. Preparing “Change Management” forms and implementing approved configuration changes
- b. Periodic configuration backup of all IT networking devices in DC, DR, HO & CPC – Seawoods & Belapur. Configuration backup prior to implementation of configuration changes.
- c. Administration of i) NMS application & database ii) Radware APSolute Insite iii) 2-Factor Authentication solution application & database.
- d. Restoration of running configuration of network devices, if require

User ID Management

- a. Management & administration of VPN User IDs with 2-Factor Authentication solution, as per process defined by SBI Life,
- b. Periodic review of user IDs in Cisco TACACS+, RADIUS and preparing user ID review reports.
- c. Monitoring usage of VPN users, administration & monitoring of WebEX users & usage.
- d. Management of Local user IDs in networking devices.

Inventory Management

- a. Managing inventory of all IT networking devices in offline (MS Excel) & online mode through SBI Life owned Inventory Management tool (BMC Remedy) and preparing inventory reports

- b. Managing IP Address schema & administration of IP Addresses assignment to networking devices, WAN links, Public IP Addresses
- c. Maintaining inventory of all WAN links
- d. Maintaining real-time inventory of Branch live CPE devices, live UTM devices and spare & standby CPE & UTM devices in all remote Branch Offices.
- e. Maintain AMC tracker & Lifecycle for hardware components, firmware, IOS etc.

Projects

- a. Providing all required support to perform PoC activities initiated by SBI Life.
- b. Providing all required support for execution of new projects
- c. Evaluation of new Technologies / Products / Services

Provisioning of MPLS Services (CNST Project)

- a. Liaison with SBI Life Regional Management Services (RMS) team and empaneled Telecom Service Providers (TSPs) for delivering & management of MPLS connectivity in all Branch Offices.
- b. Close coordination with Service Delivery Manager (SDM) of all TSPs for end-to-end lifecycle management of MPLS services e.g. commissioning of new links, shifting of existing links, bandwidth upgrade, surrender of links etc.
- c. Real-time inventory management of all MPLS links and preparing MIS reports.
- d. Providing all required support & coordination for various projects initiated by SBI Life, related to:
 - i) revamp & upgrade of WAN connectivity solution
 - ii) PoC and deployment & integration of new product / technology / services in all remote Branch Offices with regard to WAN connectivity solution
 - iii) Tracking real-time status of project and providing necessary reports & documents as on when required.
- e. Coordination with RMS and local branch officials to meet & maintain site readiness prerequisites for commissioning of new MPLS connectivity and to help maintain desired level of uptime & performance of existing MPLS connectivity.
- f. Regular performing feasibility check with all SBI Life empaneled TSPs & RMS to make maximum number of branch offices to operate with dual MPLS connectivity.
- g. Periodic reconciliation of inventory of MPLS circuits of all empaneled TSPs and resolving any concerns related to management of inventory.
- h. Coordination with SBI Life "Zonal Support Team" whenever required during above mentioned activities and Scope of Work.

Coordination with on-site team members deputed by TSPs for management & administration of their respective MPLS / WAN links.

Support Locations:

Type of office/facility	Location
Head Office	Mumbai –Andheri
Data Centre	CBD Belapur, Navi Mumbai
DR	Ctrl-S, Hyderabad
Central Processing Centre	Seawoods, Navi Mumbai

Present OEMs for Active Networking Infrastructure:

- 1) Cisco Systems
- 2) HP Aruba
- 3) SOPHOS (Cyberoam)
- 4) Radware
- 5) SafeNet Gemalto
- 6) Thales (HSM)

Networking Protocols & Technologies:

Routing Protocol: BGP, OSPF, Static Routing, Policy Based Routing

Others: HSRP, IP SLA, HP –IRF & Route Aggregator, STP, VRF, VPC, Port Channel / Ether Channel, Network Access Control, VRRP, Smart NAT, IPSec Encryption, Port Address Translation, SNMP, L-2 & L-3 VLANs, 2FA, IPSec VPN (Site-to-Site & Remote Access), SSL & TSL, ICAP, Proxy, UTM Features, TACACS+, RADIUS, Cisco SNS for VPN, QoS, Committed Access Rate, Wi-Fi & 802.1x, DACL, COA, PoE, Hardware Security Module (HSM), IPv4 & IPv6, DDoS, MPLS, P2P, PRI, VoIP, DNS etc.

Note: Expected growth of the infrastructure is 10% per year.

Tools:

NMS, IT Asset Management, Cisco WebEx, Radware APSolute Insite, Microsoft Visio.

Key Products:

Data Centre Series Core, Distribution & Access Switches, WAN Aggregator Routers, VPN Concentrators, Internet Link Load Balancer, Enterprise Series of Core & Access Switches, Wi-Fi Controllers & Access Points, Network Monitoring Tool, UTM Devices & Central Management Console, Thales (Encryption key repository solution)

Disclaimer:

- 1) Above mentioned Scope of Work is exhaustive and not comprehensive.
- 2) Above mentioned name of OEMs, Technologies, Tools & Key Products are presently deployed in SBI Life production IT networking setup of SBI Life Insurance. Vendor will have to provide similar level of support for any new OEM, Tools, Technologies, Product and Services introduced by SBI Life.
- 3) Vendor will have to provide similar level of support in case SBI Life decides to shift any of above mentioned location anywhere in India.
- 4) Any addition or removal in inventory or resources....

Resource Distribution:

Location	Type of Support	* PM (Shared)	TL	L2	L1	CNST Project
DC, NOC	Onsite	1	2	3	6	1
HO, Natraj	Onsite, remote	-	-	-	1	-
CPC, Seawoods	Onsite, remote	-	-	-	1	-
Branches	Remote from NOC	-	-	-	-	-
DR	Remote from NOC	-	-	-	-	-
Total Resources		1	2	3	8	1

* Common PM for Network Support & Data Center Support operations

PS:

- I. 1 backup L2 engineer for 10 resources of network team to be kept at onsite all the time.
- II. One L1 resource should be deputed for UTM support operation

Service Window:

- 1) 24 x 7, 365 days / year at CBD Belapur
- 2) Monday to Saturday, 9:15 AM to 6:00 PM at Head Office –Andheri & Seawoods.
- 3) Holidays as per SBI Life policies.
- 4) One-day week-off every week for all resources under contract

Skill set for Resource:

Resource Type	Qualification	Cert*	Experience
PM	BE	Project Mgmt.	8 Years
TL	BE	CCNP, ITIL	> 5 Years
L3	BE	CCNP, ITIL	5 Years
L2	BE	CCNP	> 3 Years
L1	BE	CCNA	> 2 Years
CNST Project	Graduate	MS Excel, MIS	3 Years

*Desirable but not mandatory

UTM Support Engineer–skills & capabilities:

- 1) On-site resources should be competent with below skill set:
 - i) Sound verbal and written communication for coordination with i) remote technicians of Telecom Service Providers ii) SBI Life Officials in Branch offices, & CPC iii) Technical Support Centre of OEM etc.
 - ii) Fundamentals of Broadband Internet and associated protocols e.g. DSL / ADSL, PPOE etc.
 - iii) Knowledge of UTM Features and central Management Console
 - iv) Basics of Windows desktop operating systems, fundamentals of LAN & WAN technologies and protocols, wireless LAN, information security & IPSec, VPN
 - v) Network management & monitoring protocols & tools
 - vi) IP Addressing
 - vii) Adequate skills in Microsoft Word, Excel

- 2) Educational Qualification: Diploma / Degree in Electronics / Computer / Telecommunication
- 3) Minimum 2 years working experience in IT Network Management and minimum 1 Year out of 2 in managing UTM's setup with Central Management Console

UTM Administration -Scope of Work:

1. Ensuring that all UTM Gateways deployed in remote location are registered & connected to Management Console and maintaining record of connectivity status as defined by SBI Life on
2. daily basis.
3. Coordinating with branch officials. Local Broadband Internet Service Provider and Local
4. branch support technician to resolve connectivity problems. Initiative corrective and ensuring that all remote UTM devices are connected to Central Management Console. Preparing RFO & RCA reports for all outages and/or failures.
5. Coordinating with SBI Life-branch support team for arranging on-site engineer at branch
6. location, providing comprehensive technical support to on-site engineer related to UTM and
7. Broadband Internet setup and Installation. Configuration and troubleshooting activities.
8. Liaison with OEM TAC & R&D to a) Raise TAC against problem escalated to OEM b) perform all troubleshooting activities under guidance of OEM TAC and/or R&D team.
9. Configuring and modifying the securities policies & centrally along with White-List of Internet
10. sites on & applying policies and plans on all Branch UTM devices. Ensuring that the complete
11. Management Consol & UTM configuration and Branch Office Wireless LAN configuration is
12. as per SBI-Life security compliances.
13. Managing inventory of all active & standby / spare UTM devices in all SBI Life branch offices
14. Performing regular periodic failover drills with cold standby Device in DC as scheduled by
15. SBI- Life.
16. Managing the backup console configuration and database as per back up policy and
17. Performing periodic restoration drill as defined and scheduled by SBI-Life.
18. Keeping WAN connectivity uptime record for all SBI Life UTM connected Branch Offices and
19. UTM devices and presenting MIS reports on daily, Weekly and monthly basis.

Network Administrator L1:

1. Hands on experience for more than 2 years for management of Corporate LAN & WAN setup
2. Sound knowledge & experience of WAN protocols & technologies, IP Addressing, Static & Dynamic Routing protocols
3. Sound knowledge & experiencing corporate LAN setup including Core, Distribution & Access Switches
4. Network management & monitoring tools & protocols
5. Skills, knowledge & experience in troubleshooting first hand technical problems related to all active network infrastructure components including Core LAN & WAN devices, WAN links, Wireless LAN, Internet Gateways (internet link load balancer),
6. Sound verbal & written communication skill require to effective coordination with all relevant stake holders to maintain desired level of uptime & performance of corporate network setup, escalate the cases & coordinate with OEM TAC for faster restoration / resolution of problems.
7. Sound skills on Microsoft Word, Excel to maintain & record uptime, inventory & preparing periodic MIS reports.

8. Knowledge about various networking protocols & technologies as mentioned above in this document.

Network Administrator –L2:

1. Technical expert to deal with escalated unresolved / open calls and to guide L1 team members to efficiently close the open calls
2. Configuration of approved changes
3. Will be responsible to obtain RFO from respective Telecom Service Providers
4. Capability to expedite all required actions and escalations towards closure of P3 & P2 tickets.
5. Fluency in verbal & written communication to efficiently & effectively coordinate with higher level officials in escalation matrix of various System Integrators, Telecom Service Providers & OEM TAC, if require.
6. Management of high availability protocols, performing failover drills
7. Preparing, maintaining & updating Standard Operating Procedure (SOP) documents
8. Hands on experience on various networking protocols & technologies as mentioned above in this document.
9. Should be adaptive to learn new technologies / products / services as acquired by SBI Life.

Network Administrator –L3:

1. Technical expert to deal with escalated unresolved / open calls and to guide L2 team members to efficiently close the open calls
2. Coordinate with other internal stake holders and officers in SBI Life e.g. senior officers, Information Security Team members etc.
3. Configuration of approved changes
4. Capability to expedite all required actions and escalations towards closure of P2 & P1 tickets.
5. Fluency in verbal & written communication to efficiently & effectively coordinate with higher level officials in escalation matrix of various System Integrators, Telecom Service Providers & OEM TAC, if require.
6. Should be capable to update & prepare network architecture, high-level & low-level schematic & network diagrams in MS Visio.
7. To prepare RCA and/or to obtain RCA from respective support vendors / Telecom Service Providers.
8. Will be responsible to close all types of audit observations / findings within time frame defined by SBI Life.

Team Leader:

Should hold the skills & capabilities to –

1. Coordinate with other internal stake holders and officers in SBI Life e.g. senior officers, Information Security Team members etc. to
2. Monitor team performance, manage their shift schedules, liaison & coordinate with own organization to ensure & maintain their availability of resources as desired. Manage the availability additional resources required to provide desired level of support during peak business requirements, if required e.g. during month-end, year-end, MDRT etc.

3. Manage team shift handover process and resource handover-takeover process during release / replacement of resource.
4. Accountable for various daily & monthly MIS reports
5. Ensure that all service operations are adhering to standard operating process & compliance of SBI Life and he/she will be accountable to maintain & update all process compliance documents
6. Should be capable to establish standard process framework for IT Service operation.
7. Responsible seamless coordination between cross-functional team members
8. Fluency in verbal & written communication to efficiently & effectively coordinate with higher level officials in escalation matrix of various System Integrators, Telecom Service Providers & OEM TAC, if require.

Transition Project Team

A transition Project team by bidder to be setup for the period for not more than one month to ensure following

- a. Smooth transition of all the network services.
- b. Onboarding of new resources with site specific orientation.
- c. Preparation of transition document and execution of plan
- d. Onboarding orientation of each level of engineer with daily checklist, SoP, shift handover process, fail-over drill, rollout, configuration template, backup of configuration, inventory update etc all with proper flow chart and explanation.
- e. Training document of IT Service Desk work order creation, assignment and closure with comment.
- f. Review of existing template (Remedy or offline) for day to day functioning and introduction of new Template if any required to increase productivity and also measure day to day work.

PS: Above charges should be part of project commercials.

Note: Above scope of work is exhaustive but not comprehensive.