

Technical Support Engineer L1 & L2

Objective

The objective of this service is to ensure high availability for the desktops, laptops, Printers, Server and other peripherals, the service shall ensure a lowest downtime for desktops/Laptops Printers etc. end to end desktop management for hardware, OS and Applications.

This Service provides for the desk side support personnel to act as an incident analyst on site at SBI Life offices facilities to provide desktop support services to end users who require assistance in the resolution of problems, concerns, and questions. This supports all desktops, laptops, printers, installation and re-installation, moving, adding, configuring and loading of operating system and SBIL Applications.

Responsibilities

- Incident and problem management for desktop PC, laptops, printer and IT assets.
- L1 Support for SBIL antivirus.
- L1 Network Support for desktop users.
- L1 Support for AMC and Warranty Systems.
- Preparation of New System.
- Preventive Maintenance (Microsoft Security Patch and AV management and other PM activities)
- Projects as advised by SBI Life – IT team.
- 1st Level Application support
- OS support.
- Printer management.
- Compliance management as advised by SBI Life – IT team.
- Security adherence as advised by SBI Life – IT team.
- Projector connections to places anywhere in Mumbai & Navi Mumbai
- Installation of new desktops/Laptops procured by SBI Life as per the SCD document.
- Centralized vendor Management for AMC / Warranty assets available in CPC, Belapur & Natraj.
- Asset Management (IMAC process).
- Physical asset verification – during every PM activity and maintaining record.
- Support for Video Conferencing.
- Burn DVD's for sustenance support and dispatch to branches.



- Daily health checks up of IT assets in board room / VIP Users Cabin / Projector's.
- BCP checkup on monthly basis.

Additional responsibility for technical support engineer (L2) like asset inventory management, Documentation, Monthly MIS review meetings, resource management, IT security & compliance management, Maintain TAT and SLA, No escalation from senior management etc.

Above list is is exhaustive but not comprehensive.

Deliverables

- **Proactive Monitoring**
 - CXO Level IT asset health check up.
 - IT assets in Board room and all meeting rooms.
 - Active ITAM agent & Antivirus update status with L2 teams on daily basis.
- **Incident and problem Management**
 - Ensure all calls/complaints are logged in service desk tool.
 - Tracking and Co-ordination of all incidents / problems till resolution.
 - Trends on the incidents / problems.
- **L 1 Support Antivirus**
 - L 1 support for Anti Virus trouble shooting for users.
- **L 1 Network Support for desktop users**
 - L1 Local area network trouble shooting for desktop users
 - L1 support for Local LAN troubleshooting and physical support for WAN devices.
- **L 1 Support for AMC and Warranty Systems**
 - L1 Hardware Trouble shooting for AMC and Warranty Server, Desktops, Laptops printers etc. and log the calls with respective vendor as per the faults observed and follow up till resolution.
- **Preparation of New Systems**
 - Prepare the systems for local and branch users as per the requirement and performs hardening as per the by SBIL Policy
- **Preventive Maintenance**
 - Perform PM on quarterly basis on all desktop & laptops at scope of locations as per the check list provided by SBI life.
 - Periodic updating of windows Security, ITAM agent, AV patches or any agent advised by CPC
- **Projects**
 - Carry out additional activity e.g. hardware /software up gradation on desktops, deployment of new software etc.
- **Application support**
 - Support to SBIL various business applications.
- **OS support**

Installation/Migration, Configuration, Management and Troubleshooting

- **Printer Management (Network printers)**

Installation, Configuration and Troubleshooting.

- **Compliance management as advised by SBI Life – IT Team**

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

- **Security adherence as advised by SBI Life – IT Team.**

Adherence of security guidelines as advised by SBI Life.

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

Infrastructure Details for Technical support engineer.

	Seawoods	Belapur	Andheri
Desktops	792	249	428
Laptops	33	13	136
Printers	16	6	40
Total	841	268	604

Expected growth of the infrastructure is 10% 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:

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

The productivity for Technical Support Engineer is to be delivered as per below.

Roles	Response Time	Resolution	AHT	Total Resource	Number of calls to be handled per day per resource
-------	---------------	------------	-----	----------------	--

Technical Support Engineer HO, CPC & Belapur (L1)	10 min	30 Min	30 min	11	16
Technical Support Engineer HO, CPC (L2)	10 min	30 Min	30 min	2	16

Type Of Service	Technical Support Engineers (L1)	Technical Support Engineers (L2)
Contract Period	Period : 3 years from 1 st April 2020 to 31 st March 2023	Period : 3 years from 1 st April 2020 to 31 st March 2023
Mode of Delivery	On site	On site
Qualification of Resources	Diploma or Degree from Engineering or Graduation from Computers field	Diploma or Degree or B Tech from Engineering or Graduation from Computers field
Certification	MCSA	MSCA
Services window	9 Hrs * 6 days	9 Hrs * 6 days
Onsite Resource	Total 13 Onsite resources 5 resources at CPC 7 resources at HO 1 resource at Belapur	Total 3 Onsite resources 1 resource at CPC 1 resource at HO & 1 resource at Belapur
Experience of the resource	2 + Year for Diploma or 1+ Year for Degree from Engineering or Graduation from Computers field	4 + Year for Diploma or 3 + Year for Degree from Engineering or Graduation from Computers field
Backup resource	Backup resource to be maintained by the vendor to ensure consistency of service	Backup resource to be maintained by the vendor to ensure consistency of service
Eligibility	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.	All resources will be interviewed by SBIL & if found suitable then only hired by SBIL.
Locations	Navi Mumbai, Mumbai	Navi Mumbai, Mumbai

Resource replacement failure: Due to any exigency if resource is not able to reach SBIL site then SP has to provide us replacement resource within 2 hours.

Penalties: After 2 Hours it will be marked absent & two day extra working service credit to be provided amount will be deducted or equivalent amount to be deducted from monthly bill. For long leave it has to be planned with the consent of SBIL and replacement should be made available on site 2 days in advance for KT. One-day amount will be deducted.

Configuration failure of any planned activity to be executed by SP in the event of rollback: If any activities are planned and scope is defined but due to non-execution and without foreseen impact in the event of rollback.



Penalty: Amount will be deducted in proportionate with the impact & downtime depending on case to case basis.

Exit Clause

- One months' notice from the either side.
- In case of failure to comply the committed SLA twice in a quarter.
- Knowledge transfer to the successor with consent from SBIL.
- Transient handshaking to the successor with consent from SBIL. Handover to the successor with consent from SBIL & signed Handover document.