Revised Annexure for Resource requirement

Annexure 15: Resource Deployment Plan

Bidder has to provide detailed resource deployment plan during implementation and facility management support during their technical bid submission. The tentative requirement of resources is given in below table and Bidder has to quote the Price for L1 and L2 resources for TCO and Bank will take decision for final count of resources after finalizing the bidder and solution. After selection of successful Bidder, if bank decide to on board people resources, then Bidder should provide CV of the proposed manpower for the tenure of the contract and after interviewing by the Bank the resources will be selected for the project. Bidder also needs to fill the below resource deployment which it plans to deploy during the implementation phase of the project. This should comply with the minimum resource requirement mentioned in the RFP.

Note:

- F – Full Time
- P – Part Time Resource Deployment Plan during Support Phase

S. N o.	Resource Level (L1/ L3)	Tentative no of resources	Location	Resource Working Hour
1	L2 - HCI & VMware Virtualization and NAS Storage	3	DC	10 am- 10 pm
2	L1=(Pooled Resources Operates 24x7x365)	5	DC	24*7*365

Note:

- Resource Deployment sheet shall be as per the support model proposed.
- Proposed model shall fulfil minimum requirements outlined in the RFP and as per the service window.
- Bidder should ensure that support model should meet SLA requirements and industry best practices.
- L2 resource required during Business Hours for shift 10 am – 10 pm

Annexure 22 Resource Plan Matrix

Role	Type	Activity	Experience		Qualification & Experience
			Total	Proposed Solutions	
Solution Administration & Management	L1	The L1 resources at this level shall be able to address the primary level diagnosis, monitoring of the functioning of the solution, address the user complaints and resolve the primary level calls over the phone / deskside, timely escalations to the next level support (L2) & follow up on the closure of the events.	3+	2+	B.E./B.Tech./M.E./M.Tech/BCA/B.Sc./MCA/M.Sc. with a minimum relevant experience of two years in respective solution of RFP.
Solution Administration & Management	L2	The resources at this level shall be able to address the all escalations. The resources should have sound knowledge of proposed solution. These resources will be the specialized resources of the respective product and able to address the escalations of L1 support staff and coordinate with Bank official and OEM for resolution of issues within time frame.	5+	3+	B.E./B.Tech./M.E./M.Tech/BCA/B.Sc./MCA/M.Sc. with minimum Five years' experience and expert knowledge on respective solution of RFP.