



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

Office of the General Manager (North) Hyderabad Telecom District, Hyderabad.

No. EOIVRS

Dated: 30-11-2019

To
All Area PGMs / GMs
HTD.

Sub:-Deputing two officers for finalising EOI – Reg.
Ref:- C.O. Lr.No.TT/OP/CFA-EOI-OS/Genl Corr/2019-20/2 dated
13-11-2019.

::ooOoo::

A meeting is convened at Conference Hall, 2nd floor, CTO Building, Secunderabad at 11.30 hrs of 02-12-2019 to discuss and finalize EOI, scope & norms. You are requested to depute 2 officers (regarding Internal and External plant) to the above meeting. The officers who are attending the meeting shall thoroughly go through the EOI draft, scope and norms and come prepared with their suggestions representing the Area GMs.

Background:

Subsequent to the nomination of the committee, the committee met and draft report has been released for EOI and the same is enclosed. Further as CGMT has desired that the committee shall include internal also for finalizing norms, scope etc.

Encl: As above.


(M. SESHACHALAM)
Chariman EOI Committee.

Copy to:-
PGM (North) Area : Smt. G. Sukanya, AGM (Intl), MBD, Shri D. Anjaiah, SDE (Internal) Nacharam, Shri Santhosh Kumar, SDE (Intl) Secunderabad, Smt. H. Sujatha, SDE (Bldg), Shri Bharadwaj SDE (FTTH), Shri Srinivas, SDOP-III, Secunderabad.

OUTSOURCING OF EXTERNAL PLANT WORKS

-----COMMITTEE REPORT

The committee, consisting of the following members is constituted by CGM vide letter NO. TT/OP/CFA-EOI-OS-GENLCORR/2019-20/2 dated 13th November 2019, for finalizing the work scope for the outsourcing of external/internal plant works.

1. M. Seshachalam PGM(North) HTD
2. J. Brahmachari GM(Finance) HTD
3. G. Ramesh Addl.GM(TP) CO
4. O.V. Ramadas DGM(NWO-CFA)

The committee has studied various models of outsourcing of manpower for external plant/ internal plant works. The committee has gone through the various manpower outsourcing tenders called by different organizations and central govt. labor rates. The practices followed by other Govt. Organisations of state and central in outsourcing of manpower for their needs were also studied.

It is observed that the severe shortage will happen in line staff post VRS. This will hamper the service to the customers in case the issue is not addressed immediately.

The following needs to be done before outsourcing the outdoor/indoor works to enable smooth transition of operations post VRS.

1. It is felt that U/G cable diagrams for the existing cable routes in form of documentation along with information of related assets like pillars, DPs and joint locations, section wise, needs to be prepared. It will work as a ready reference for the agency to know about the external plant.
2. Area-wise existing manpower data base needs to be prepared and kept ready, in case of need to contact during the period of change over to out sourcing.
3. List of AMC vendors along with the jobs carried out needs to be prepared.
4. Timely payment to the outsource agency using methods like wallet system, is felt to be of paramount importance.
5. Complete documentation of all operational procedures in exchanges/EAs/PP/Battery/Firefighting/AC units needs to be made.
6. Mobile number and Email-id updating and verification for all Landline/BB/FTTH customers.

The outsourcing of work needs skilled/semiskilled and unskilled manpower depending on the nature of job. Following outsourcing models were considered.

1. Through Contractor (Job out sourcing)

2. Through Agency (Man power Outsourcing)

3. ByBSNL(Employed on Temporary(FTE)/ contract basis(Consultant))

Advantages/dis advantages of the above models, and steps to overcome the disadvantages are enclosed in PPT (soft & hard copy).

Sample calculations consisting of assumed norms and actual requirements of field are used to arrive at the expenditure over the ABF and enclosed as a PPT and also in EXCEL sheet.

Committee Recommendations:

1. Most of the outdoor works of BSNL w.r.t LL , BB & FTTH can be performed through semiskilled and with some unskilled workers. Outsourcing of man power through agency will be ideally suitable for this requirement when compared to other models as the requirement of the man power is very high and dynamic in nature. Here in this model the field staff should also be part of selection.

2. Specific skilled jobs like Indoor, Splicing, PIJF cable Jointing and BB/BF related works need prior knowledge and expertise in the related field. Ideally FTE model is suited for this requirement however till the FTE process is completed this requirement can also be met through hiring of consultant by appropriate committee.

3. For the requirement of CSC and office related jobs skilled man power is required which can be ideally hired through FTE model. However till the FTE process is completed this requirement can also be met through the outsourcing of man power through agency.

4. Detailed work scope, specifications and job description for the external and internal plant works for outsourcing is enclosed

J. Brahmachari
Ramadas

GM(Finance) HTD
Member

G. Ramesh

Addl.GM(TP) CO
Member

O.V.

DGM(NWO-CFA)
Member

M.SESHACHALAM

PGM(North) HTD

Chairman

SCOPE, SPECIFICATION & JOB DESCRIPTIONS

Maintenance of External Plant

Work Scope:

Details of the works related to External Plant maintenance of local telephone networks of all local telephone exchanges including digging and refilling of local cable fault pits by required variable number of unskilled, semi skilled & skilled laborers on day basis to be engaged by the contractor on each working day as required during each calendar month in respective concerned zone under the jurisdiction of concerned JTO/SDE/DE.

The contractor has to deploy the permissible number of unskilled, semi skilled & skilled laborers on each working day which will be in variable numbers on each day during each calendar month as per actual requirement of concerned site engineer and as per tender to carry out all the works related to all external plant day to day maintenance requirements for all local telephone networks under the jurisdiction of respective concerned site engineer and under the guidance / Supervision of concerned SDOs/JTOs/TTAs/Line staffs who are to provide the tools and stores for the same.

The activities to be carried out skilled/unskilled workers supplied by the contractor in maintenance of External Plant cover the following:

- i. Provision and Shifting of Telephone, Broadband, ISDN, Fiber to the Home (FTTH) etc.
- ii. Providing Lease Lines & Data Circuits.
- iii. Removal of line fault, cable fault in stipulated time.
- iv. Maintenance of Lines & Wires, Cable, Lease Line & Data Circuit.
- v. Helping the Transmission staff at the time of attending OFC faults.
- vi. Digging underground /OFC faulty cable routes, laying cable, back filling the route to attend thefault.
- vii. Drawing of drop cable/drop wire for providing New Connections/ Shifting.
- viii. BB installations, BB configuration, replacement of modems/ splitters/ONTs in case of Modem faults, testing of Line Parameters.

Configuration of Modems/ONTs using Laptops, checking of wi-fi connectivity from all customer's Gadgets.

IX. Mtce and provisions of New FTTH connections:

X. Marketing/SaleCFA/CM: Booking of LL, BB & FTTH connections as per monthly targets and SIM sale, recharge activities needs to be carried out.

XI. Any Other works assigned by site incharge.

(Quantum of manpower requirement may be worked out at the time of tender. Also Categorization of skilled/semiskilled/unskilled for each job needs be done)

Work Specifications:

- a. The faults in telephone lines/ Broadband/LL/Data Ccts are to be removed / restored within **24 hrs**, if the fault persists in the line network (within D.P. to Subscribers instrument). The work includes tracing, locating & replacement of faulty EPBT & SSDW/ wires & accessories (Including posts) where ever required, operate Tests with subscriber & Telephone exchange & closing of Dockets.
- b. In case the fault is due to U.G. local Cable Network, the same should be restored within **2 days**. Temporary Joints is allowed for the purpose. However the joints should be made permanent within 7 days.
- c. Different lengths of drop wire are to be drawn for replacement of faulty drop wire in rural and urban areas. Drop wires/cable are to be supplied by the BSNL and it should be drawn as per the departmental procedure.
- d. Digging of trenches for local cables, laying of U/G local cables inside the trenches and then refilling the local cable trenches will be done by the unskilled laborers provided by the contractor to the site engineer.

As per the requirement in the field, digging of local cable trench and laying of local cables is to be made as per direction of SDO/JTO/Line Staffs for restoration of local cable networks for removal of long pending cable faults of subscribers.

The worker has to take the required stores from the SDO's Store Depot to the site and at the end of work the balance store materials are to be returned to SDO's store with acknowledgement.

- e. Digging of local cable fault Pits for Maintenance Purpose.

Digging of local cable fault pits of different sizes are required to be made by the unskilled laborers to be provided by the contractor for attending

local cable faults at different places and to refill all the local cable fault pits after the work is completed.

Care should be taken during digging of local cable fault pits for attending local cable faults, so that properties of other Govt. departments./ Private bodies (for example- PHD Pipe lines, Electricity cables, and other operator's cable Networks etc.) should not be damaged .

Attending cable breakdown / low insulations in distribution/ primary cables(Involves digging, dewatering from cable chambers, tracing of break/low insulation ,attending jointing work, manual raising, testing of primary cable pairs from Pillar, Testing of distribution cable pairs from Pillar, reinstation of trenches), Patrolling of routes during works by local authorities.

f. Jointing of local Cables

- i. Joints of cables are to be done as per the requirement for restoration of local cable faults.
- ii. Different sizes of local cables are to be attended by the man power supplied by the contractor.
- iii. Care should be taken during jointing of local cables that good pairs should not be damaged & wrong connection of pairs should not be occurred.
- iv. All the materials for jointing of local cables will be supplied by the BSNL.
- v. After jointing of local cables, all the pairs are to be tested.
- vi. The workers of the contractor should return the balance & replaced material / equipment to the concerned supervisor on completion of the specific work along with the tools issued to them failing which the contractor will have to compensate the loss, as decided by the competent authority.

These activities are to be carried out as per requirement of the concerned site engineer of the zone i.e. re-arrangement of U/G cable / Pillars / DPs etc.

g. Cabinet/Pillar/Telephone Posts and the DPs should also be maintained properly and are to be dressed at regular interval of time as per instruction of site engineer concerned of the zone. Pillar rehabilitation work(Jumpering from Primary to Distribution, Replacement of faulty CT Modules/CT Boxes)

h. Watching of Divisional/Sub-divisional Stores, SDO office compounds, Telephone Exchanges and other miscellaneous works:

The stores and U/G work sites where ever required, have to be watched round the clock. The Main Telephone Exchanges as per requirement are also to be watched during night hour whenever required.

- i. Assistance in Attending OFC Breakdown Faults:
 - i. Assistance in detection of OFC breakdown faults, removing the OF cable from the ground by digging the earth, assisting in jointing the fibers using splicing machine and jointing kits.
 - ii. Digging of trenches for repairing of OFC faults, pulling of OFC, cleaning, and assisting in splicing of OFC, leveling and back filling of trenches after restoration of faults.
 - iii. Monitoring of various alarm/failure in OFC transmission system and inform it to concerned JTO/SDE in charge.
- j. Office Assistance/Boy for file handling:
Daily Office files are to be handled or moved for specific purposes from officer/official to officer/official between different sections in the O/o the Area GM/ Area Manager. Data Entry Work
- k. Attending EPBT repairs: The required manpower to repair the faulty EPBTs needs to be supplied
- l. Data Entry/clerical works:
To carry out the data entry/clerical and allied works for various activities in the GMTD / SDO / CSC Offices. Data Entry Work like typing of letters, preparation of reports as per instruction and assisting JTO/SDE at different sub-divisional offices.
- m. FTTH work scope involves from PON port to customer premises equipment and the following activities
 - a) 4F over head cable pulling for new/existing from BJC to Splitter1 and Splitter 1 to Splitter2, Splitter 2 to Customer Premises.
 - b) ONT installation, ONT configuration, 4F/6F OF cable terminations (splicing), Splitter fixing, resolving of low power issues.
- n. Any Other works.
The nature of work for the unskilled, semi skilled and skilled man power shall include but not be limited to all the above activities.

AGMs/SDOPs/SDOTs/JTOs will issue the work order for supply of manpower. All the store materials required for the works will be supplied by BSNL.

Maintenance of Internal Plant

- a) Cleaning of Exchange Floor Area - Equipment Rooms, Corridors & Office Rooms etc:

The contractor will have to depute cleaning personnel for carrying out cleaning of floor area of equipment rooms, corridors, office rooms etc. on daily basis.

- b) Cleaning of different Equipment in the Exchange, Testing Aids, Exchange Battery Sets, Power Plants and Engine Alternators etc.:-

The contractors will have to depute personnel for carrying out cleaning of different Equipment in the Exchange, testing Aids, Exchange Battery Sets, Power Plants and Engine Alternators etc. periodically. The contractor should instruct the cleaners suitably to carry out the cleaning works properly under the guidance and supervision of Concerned SDEs / JTOs.

- c) Wiring / Jumpering: -

The contractor shall supply personnel for assisting exchange staff in Wiring / Jumpering at MDF for telephone lines (depending upon the requirement) in the respective exchanges. The no of wiring /Jumpering may vary from time to time as per actual requirement. The contractor has to deploy the work force accordingly and to carry out the same under the guidance / supervision of the concern SDEs /JTOs / TTAs who are to provide the tools and store for the same. **Jumpering at MDF, Initial testing, final testing and docket closing.**

- d) Carrying / delivering of faulty /repair cards, Testing Equipment

Weekly once Carrying / Delivering of faulty / repaired cards, Testing Equipment etc. to / from respective units. The contractor has to deploy the work-force accordingly and to carry out the same under the guidance / supervision of the concerned SDEs/JTOs/TTAs and to keep record in the respective movement register.

- e) Assistance in Testing:-

Assistance to technical staff is required for testing of subscriber lines and junctions, equipment (Switching/OFC/MUX/WLL) and also PCM Streams on daily basis. The number of testing of subscriber lines / junctions etc may vary as per actual requirement. The contractor has to depute experienced workers for this purpose and to keep record of the same in the respective testing register.

- f) Helping in watching / monitoring of various technical systems such as RLU, RSU, BTS, SWR, Bty. & PP, E/A, Window/Split-Type/Package AC Units, different transmission units, office, operation and running of engine alternator set during mains failure etc.

- a. Collection of diesel / Mobil for E/A sets.
- b. Filling of fuels in tanks.
- c. Checking of Mobil and diesel level before running of E/A sets.
- d. Cleaning of E/A Sets and engine rooms etc.
- e. Checking of battery set and its charger unit for E/A set.
- f. Running of window / split Type/Package AC provided at exchanges.
- g. Updating related records / history sheets.
- h. Monitoring of electrical panels, AVR etc.
- i. Observation / checking of 3-Phase AC Supply and keeping / recording its data.
- j. Passing information to all concerned regarding any abnormal behaviors of the Units.
- k. Contacting Electrical Sub-Station / Control Room during mains AC failure to know about duration / reason of failure and also regarding HIGH / LOW /NO voltage of three-Phase Supply.
- l. Operation of fire-fighting Appliances at the time of any electrical/ fire hazards.
- m. Collection of electricity Bill / Cheque and its payment.
- n. Recording of room temperature.

The above activities are to be carried out as per requirement of the concerned in charge of the respective units and in his supervision and are to be required to be attended round the clock daily.