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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

To

All CGMs
Telecom Circles/Telecom Districts

No. 77-1/2019/ Outsourcing model- GEN/20

Dated 23.12.2019

Subject: Clarification on FAQs for Policy on outsourcing model issued vide letter No. 77-1/2019/Outsourcing model – GEN/19 dated 20.12.2019

FAQs on Outsourcing Policy by circles/SSAs are mentioned below with detailed clarifications :

1. Who will take permission of road cutting from local body and who will pay Demand for road cutting?
Clarification : RoW permission, payment and coordination with local body will be dealt by BSNL, as being done for maintenance of External Plant Cable Network.
2. What about already damaged underground network?
Clarification : No working connections will be available on already damaged UG Network, for cases, which are commercially viable can be revived by BSNL as approved by BA Head/Circle Head on case to case basis before handing over to outsourcing agency.
3. What is time period to repair fault in case of underground cable fault?
Clarification : MTTR is already given for faults between last pillar and customer premise i.e. Customer Access Network, however Local Access(MDF to Pillar UG cable) UG cable fault will not be counted in MTTR.
4. What about MTTR and repeat fault penalty in case of DSLAM failure or Cable fault from MDF to Pillar or other departmental reason.
Clarification : It will be excluded from the successful bidder scope.
5. Whether Zero reading case booked by ITPC will be counted for repeat fault penalty and MTTR calculation?
Clarification : No, it will not be included. This will be taken care by APP(developed by ITPC)
6. What will be calculation for night hour 8PM to 10 AM for MTTR hour calculation?
Clarification : All the faults made over to bidder(through APP) after 17:00hrs, the time beyond 8 pm to next morning 8 am will not be counted in MTTR for first 24 hours. In all

other cases, MTTR will be counted between the time, fault made over to bidder and the time, fault is cleared by bidder.

7. What about delay due to natural calamity or other uncontrollable reason?

Clarification : The delay due to natural calamity or other uncontrollable reason shall be excluded by ITPC after receiving the approval of BA Head prior to generation of performa Invoice, as a force majeure case.

8. Who will do if extension of network is required? For example- presently network is 200 meter from pillar but colony expanded up to 400 meter then who will lay cable and create / extend new network.

Clarification : No extension of UG copper cable Network to be done under this outsourcing policy.

9. What is Limit of cable laying should be defined? like if cable laying is required up to 5 meter than it will lay by vender but if cable length is more than 5 meter that extra charge @ _ to be paid by BSNL.

Clarification : If bidder is finding such case as commercially feasible for them then bidder can lay UG copper cable on their own cost. Any materials will be not given by BSNL for such case.

10. Who will bear cost of Modem/Telephone instrument?

Clarification : The cost of Modem/Telephone instrument will be borne by customer whether it is purchased from market or purchased through bidder or BSNL owned.

11. Who will bear cost if theft of materials happens?

Clarification : If any theft of materials happens then it will be the responsibility accordingly to deliverables of materials, as per policy(i.e. Bidder for everything except 50 pair and above copper cable).

12. Whether Rural area with more number of customers can be included in cluster?

Clarification : The demarcation of rural and urban area shall be based on the working numbers on copper cable per cluster so that there is a financial viability of the outsourced model and external plant network by making a cluster size of minimum 3000 lines i.e. it may so happen that in some SSA, 4-5 adjoining village exchanges(within 10km) are included in urban outsourcing model, while SDCA towns, below 100 working numbers may not qualify for urban fixed line outsourcing model and may have to be maintained through rural outsourcing model(which will be given separately).

13. How communication (for maintenance of network and new provisioning) will be done between BSNL team and Bidder team?

Clarification : The communication (for maintenance of network and new provisioning) between BSNL and the outsourcing agency shall be through mobile app / desktop software, in order to minimize the down time for customer complaints and eliminate manual interactions.

14. Whether any changes can be done on eligibility Criteria?

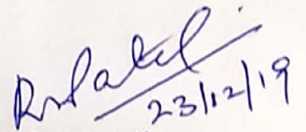
Clarification : The eligibility Criteria may be modified to make more stringent with the approval of Circle Head, in case circle is confident of fitting suitable bidders for its clusters.

15. Whether Tender Cost and EMD can be exempted to MSME bidder?

Clarification : The guidelines issued by MM unit of BSNL Corporate Office time to time shall be followed.

You may further process and take necessary action accordingly.

This is issued with the approval of competent authority.


(Rahul Patel)
GM (NWP-CFA)
BSNL CO, New Delhi

Copy to :1. CMD, BSNL

2. Director(CFA)/Director(FIN)/Director(HR)/Director(EB)

3. CGM BBNW/NCNGN

4. CGM, ITPC Circle for information and necessary action please.

5. GM(NWO-CFA)/GM(NWO-BBIN)/GM(Fin-CFA)