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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/ 56

Dated 22.01.2020

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

As number of clarifications/amendments have been issued, Telecom Circles shall focus on identification and selection of suitable partners instead of indulging in query & clarification henceforth.

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

1. Whether the tender is to be floated cluster wise or single tender with all clusters within it?

**Clarification: It may be decided by Circle Head**

2. 25% of the estimated quantity/requirement in this tender enquiry is earmarked for award of work from the eligible Micro & Small Enterprises (MSEs). It is not clear how the calculation is to be made if the tender is floated cluster wise?

**Clarification: Please refer Sample EOI uploaded by MM Unit of Corporate Office**

3. The contract to one bidder should not exceed 70% of the total working lines of SSA to ensure minimum two bidders in the SSA. It is not clear whether the working lines are of whole SSA or those which are considered in cluster creation only i.e 7 Clusters of 23 Exchanges?

**Clarification: Cluster-wise bidder to be selected. If 7 clusters and L1 bidder is same for all 7 clusters then 2 clusters may be given to L2 Bidder (on L1 rate) but choice of dropping these two clusters will be with L1 bidder. If there is only 3 clusters in SSA (who is floating Tender/EOI) then 1 cluster may be given to L2 Bidder. If there is only 2 clusters in the SSA then it is advisable to include these 2 clusters in nearby bigger SSA.**

4. It is mentioned that "the choice of clusters will rest with successful bidder" but which choice it refers to is not further clarified. How the choice will be given to the successful bidder if the tender is floated cluster wise?

**Clarification: Above clarification on point 3 is sufficient to clarify.**

5. In the original policy dated. 20.12.2019, in the Scope of the Work para 8 envisage that the vendor is to provide below 50 pair cable stores for maintenance. However, the FAQ dated: 08.01.2020 para says that "Below 50 pairs copper cable, "Bidder has to do, BSNL will provide only stores and work to be done by bidder". There seems to be some contradiction. Kindly clarify the responsibility w.r.t. supply of the stores and works for below 50 pair cables and 50 pr. and above cables?

**Clarification: 50 pair and above copper cables with accessories will be provided by BSNL. And below 50 pair copper cables will be supplied by successful Bidder.**

6. In KPI parameters in the special condition of Contract, Repeat Fault, MTTR and % Fault Clearance in 24 hours are specified. However, Fault Rate parameter is omitted which is one of the most important parameter. In the absence of this parameter, the vendors can book fictitious faults and clear the same shortly to meet out MTTR parameter, Hence, if deemed fit, it may be included?

**Clarification: Not agreed**

7. In the original urban Area policy dated 20.12 2019, Customer Access network includes items from last pillar to the customer's premises, including CLIP instrument which is to be maintained and provided (new connection) by the vendor. This was clarified through FAQ dated 23.12.2019 para 10 that cost of the modem/telephone instrument will be borne by the customer. However the sample tender dated 08.01.020 communicated, the heading reads "Maintenance and provisioning of the landline and Broadband network from Last pillar to customer premises including materials like UG cable, drop wire, jumper wire, CLIP instruments, LJU & Splitter etc" which gives impression that CLIP instrument is also to be provided (in case of new connection) by the vendor, not by the customer. like other items ( UG cable, drop wire, jumper wire, LJU & Splitter etc.). Kindly get it clarified?

**Clarification: Telephone Instrument will be arranged by Customer(may be through Bidder)**

8. The policy envisages major role of the vendor in "Customer Access" network, excluding 50 pair and above size cables. In real urban scenario, hardly any last pillar feed 5 pr./10 pr./20 pr. Cables directly, as normally higher size cables emanate from the last pillar which further feeds smaller size cables in the distributions network. Hence, BSNL staff role in the "Customer Access" network shall be much more making it very difficult in post VRS era and there would be more likely that the vendor may find reasons to shrink the responsibility even in the "Customer Access" network. How this situation shall be handed may be got guided?

**Clarification: Customer Access network shall be maintained through outsourced and Local Access shall be maintained through contract or any other means, as being done presently.**

9. The given QoS parameters cannot be met in this segment because even in the present/ pre-VRS era, these parameters are not met. Mostly faults are not booked in CDR but informally communicated to the concerned staff. The rural exchanges serve many nearby villages also with poor transportation

facilities and won't be possible for the vendor to deploy sufficient manpower with present base rate and incentives to meet out the QoS parameters

**Clarification: Such rural exchanges must not be included in cluster, those exchanges may be clubbed with BTS maintenance Outsourcing policy.**

10. The "Semi Urban Cluster" policy talks about external copper network. However, large number of exchanges is further going to be unmanned. How their O & M will be done is not clear?

**Clarification: The remaining rural exchanges may be clubbed with BTS maintenance Outsourcing policy.**

11. Many such exchanges are also having cabinet/pillars i.e. Customer Access and Local Access networks. In Urban Cluster policy, "Customer Access" network is being outsourced. However, this policy talks about copper network from MDF to customer premises. It needs to be clarified and how payment against "Local Access" faults to be made?

**Clarification: Local Access network to be maintained as per existing setup.**

12. As per outsourcing policy if a bidder is L1 in more than 70% area, he can surrender some of cluster as per his choice to bring it less than 70%. In such a situation how the work for surrendered cluster shall be awarded. Whether retendering is to be done or it can be awarded to L2 ?

**Clarification: It can be given to L2 Bidder on L1 rate**

13. Experience certificate for technical qualification for FY 2017-18 & FY 2018-19 may be relaxed and converted in to w.e.f. 2015-16 because Bhilwara SSA not floated any tender in said period?

**Clarification: Circle Head Rajasthan is authorized to decide for Bhilwara.**

14. What is the term of feasibility condition for new LL/BB/PRI etc. is there minimum distance by which bidder is bound to made feasible using drop wire. We should leave up to bidder's decision?

**Clarification: There should not be any expansion of copper network. If outsourced agency wants to lay cables for financially viable cases then they can lay copper cables on their cost.**

15. If fault booked on Friday evening in case of Government offices, verification of fault rectification not possible because closed on weekend/ holydays?

**Clarification: If fault booked on Friday evening then Docket may be cleared with remarks of "customer premise is closed"**

16. Slab of repeat fault @ 12% may be increased for at least first 4 to 6 month so that network may be made in good condition ?

**Clarification: Not agreed**

17. The experience is eligible only to Telecom service providers (holding service license). The amount of experience is also not mentioned. However, as per HPC UPW circle, the experience of Central and state department and respective PSUs is also be considered with work experience of 40%, 60% and

80% of estimated cost of tender for three, two and one similar completed work respectively within last 7 year from the date of NIT.

Pl clarify, what condition is to be kept in this and in usual tender of SSA in future?

**Clarification: Eligibility Criteria as per policy only to be followed**

18. The minimum annual turnover sought is for 30% of estimated cost for consecutive two financial year from telecom business as mentioned in 1.2.1 in technical qualification i.e. for providing new connection or construction/maintenance of UG telecom cables/maintenance and installation of OF cable/telecom outdoor network/BTS installation from any TSP. However, as per HPC UP (W), the average annual financial turnover during last three year should be at least 30% of estimated cost of tender as an eligible condition. No documentary proof of specific turnover related to any specific works was sought.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future?

**Clarification: Eligibility Criteria as per policy only to be followed**

19. If the bidder is not registered with GST authority at the time of bid submission, then he shall have to submit GST registration at the time of award of work/ Lol/signing of contract, if declared successful. However, as per HPC UP (W), the bidder must submit GST registration certificate as a proof of eligible condition.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future?

**Clarification: As per BSNL procurement manual issued by MM unit of corporate office.**

20. The bidder must not be black listed for telephone business by any Central/State Government/PSUs. An undertaking is to be submitted.

However, As per BSNL procurement policy 2012 revised in 2014 Chapter 19, Clause 6.4 the business banning order issued by any tender inviting/approving authority will be effective for the area under his jurisdiction only. Hence, in light of all and as per discussion/direction of UP (W) vigilance and UP (W) circle office the bidder are made eligible for tender participation/do business in other areas.

Pl clarify, in light of BSNL procurement policy and in consultation with UP (W) vigilance, whether the bidder debarred/blacklisted in BA (say X) can do business in another BA (say Y) in light of BSNL procurement policy ?

**Clarification: As per BSNL procurement manual issued by MM unit of corporate office.**

21. The bidder has to submit solvency of amount 30% of estimated value. However, as per HPC UPW circle, it is 40% of estimated value and to be submitted in original as an eligibility condition.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future ?

**Clarification: As per BSNL procurement manual issued by MM unit of corporate office.**



22. The submission of near relation certificate is not an eligible condition.

However, as per HPC report it is an eligible condition and is to be submitted on affidavit.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future?

**Clarification: Policy is self-explanatory for "Customer Access" outsourcing.**

23. No labour licence or undertaking is sought as eligibility condition.

However, as per HPC report - The bidder has to be submitted labour license or submit an affidavit in this regard.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future?

**Clarification: Policy is self-explanatory for "Customer Access" outsourcing.**

24. In eligibility condition the affidavit regarding understanding of terms and condition of tender and specification of work. Affidavit regarding no addition/deletion/alternation. Indemnity under taking, no such under taking/affidavit is sought as eligibility condition.

However, as per HPC report -The bidder has to be submitted under taking/affidavit.

Pl clarify, what condition is to be kept in this case and in other usual tender of SSA in future?

**Clarification: Please refer Sample EOI uploaded by MM unit of Corporate Office for Customer Access outsourcing.**

25. If two bidders participated in cluster tender and both quoted same rate then how work will be distributed?

**Clarification: Reverse Auction to be done to find out L1 bidder.**

You may further process and take necessary action accordingly.

This is issued with the approval of competent authority.

*Rahul Patel*  
22/1/2017

(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)