

**Request for Proposal for Operations and Maintenance for Andhra Pradesh State
FiberNet Limited Network**

**Tender No: APSFL/O&M/200/2017, Dated: 12/02/2018
Corrigendum - 8, Dated-10/04/2018**

S.No	Section No	Page No	Existing clause	Revised Clause
1.	7 (Service Level Agreements)	42	Service Level Agreements	Revised clause mentioned at Page no. 2 of this document
2.	New clause in section 5.9	39		New Clause regarding AMC mentioned at page no. 4 of this document.
3.	New clause in section 2.3.1 Pre-qualification Criteria (15)	11		Self declaration conforming AMC Contract for 5 years with all the applicable OEMs.
4.	New clause in section 2.3.1 Pre-qualification Criteria (16)	11		Undertaking MAF from the OEMs about the product support during the AMC period.
5.	Note; a,b,c under clause no. 2.1.3 Price Schedule A	14,15	Clause deleted	
6.	Clause No. Price Bid Schedule – A- O&M cost components	51		Revised clause at page no. 6 of this document.
3.	Notice Inviting Tender (NIT)	5	Last date and time for submission of Proposal (Proposal Due Date) - 12/04/2018 at 3:00 PM	Last date and time for submission of Proposal (Proposal Due Date) – 24/04/2018 at 3:00 PM
4.	Notice Inviting Tender (NIT)	5	Date and time of opening of Prequalification and technical proposals on e-procurement platform 12/04/2018 at 4:00 PM	Date and time of opening of Prequalification and technical proposals on e-procurement platform 24/04/2018 at 4:00 PM

7. Service Level Agreement

SLA & Penalties during Operations and maintenance

1. For these calculations the route shall be defined as the section of fiber as unique identifiable route.
2. The fiber route fault monitoring would be considered under urban and rural categories separately as explained.
3. Any Fiber fault within the geographical areas of Urban Local Bodies (ULBs) would be considered under priority I with different SLAs, as compared to the other rural areas under Priority II.
4. Severity Level 1 to Service Level 4 have been separately indicated in the table below for Priority I and Priority II areas.

Severity Level	MTTR Priority I	MTTR Priority II
Level 1	Up to 3 Hours	Up to 4 Hours
Level 2	3 to 7 Hours	4 Hours to 10 Hours
Level 3	7 to 15 hours	Beyond 10 Hours and less than 24 Hours
Level 4	More than 15hours	Beyond 24 Hours

Note: No. of ULBs is 110 as mentioned in the Government website cdma.ap.gov.in.

5. The penalties applicable to deviations from each of the severity levels shall be as tabulated.

Severity Level	Penalty
Level 1	Nil
Level 2	INR 2500 per route fault. (If one fault downs many POPs it is treated as one fault only)
Level 3	Additional INR 500 per Hour subject to maximum of INR 5000 per fault per route fault
Level 4	Additional INR 1000 per day or part thereof subject to maximum of INR 15000 per fault per route. Any other concurrent fault on the same route to be treated as separate fault.

6. Link Margin Values degradation from the current values at the time of takeover by OMA for DWDM links on monthly basis.

KPI Value	Penalty
0 to 2 db	Nil
2 to 3 db	INR 2000 per db
3 to 4 db	INR 5000 per db
4 db and Above	INR 10000 per db

7. Percentage of non-compliance to uptime for NOC including IPTV Headend

Value on monthly Average basis	Penalty
Up to 99.6%	Nil
Up to 99.6 - 98%	INR 100000
Up to 98 - 97%	INR 150000
Up to 97% Below	INR 500000

8. Percentage of compliance to network uptime for each PoPs for reasons other than Primary Power and route failure.

Value on monthly basis	Penalty
Above 99.6%	Nil
Below 99.6 - 98%	INR 10000 per instance
Below 98 - 97%	INR 15000 per instance
97% and Below	INR 50000 per instance

Note:

1. Bidder has to provide the requisite monitoring tool for automatic monitoring of all SLAs (including applicable licences if any)
2. All the operational SLAs are measured on monthly basis. The penalties will be levied on monthly basis and will be deducted from the payment due to the OMA, for the particular quarter.

Planned Network Outage: ‘Planned Network Outage’ refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure. Details related to such planned outage shall be agreed with the APSFL and such shut down time will not come under penalty clause.

SLA Exclusions:

1. Normal log time considered for penalty calculation is from 8 AM to 7 PM on all days. If the fault is reported after 7 PM, the call shall be treated as reported next day at 7 AM.
2. Natural calamities such as cyclones, earth quakes, Fire, Riots etc., will not be considered for calculation of SLA.
3. Breakdowns due to Poles shifting / Trees cutting by Electricity Department without a prior intimation (min 3 hours before the occurrence) will not be considered for calculation of SLA.
4. The Severity Level 1, for restoration of fiber in Forests, AOB areas, fields/farm lands, long span highways and other inaccessible terrain will be considered as 0-6 hours on case to case basis.

New Clause regarding AMC

1. The clauses in this corrigendum shall supersede clauses mentioned in the RFP and earlier corrigendum, so far as it related to the AMC services through OEM.
2. The bidder shall be responsible to provide AMC for 5 years from the date of signing the contract all the equipment as per asset list uploaded (reference Annexure).
3. Bidder shall have AMC Contracts with all OEMs as per the general terms and conditions specified.
4. Successful Bidder shall share with APSFL, the AMC contract with corresponding OEMs at the time of contract signing.
5. Bidder must submit valid ISO 9001 certificate on the date of submission of bid.
- 6. The bidder should provide an undertaking and MAF from the OEM, that during the product AMC period:**
 - 6.1 The OEM shall support the equipment for 5 years from date of signing of contract.
 - 6.2 The OEM should agree to provide all replacement, new releases, versions, any type of updates, patch and/or bug fixes for the hardware, software or firmware, as applicable and in accordance with the standard policies, at no additional cost to the APSFL.
7. The Bidder shall not alter / change / replace any hardware component proprietary to the APSFL and/or under warranty or AMC without prior consent of the APSFL.
8. The bidder shall not without consent of the APSFL install any hardware or software not purchased / owned by the APSFL.
9. The APSFL will have the option to increase or decrease the quantities of the equipment/material under AMC to be provisioned by the bidder as mentioned in the Contract at any time before the starting of the quarter, provided that such increase or decrease shall not exceed ten percent (10%) of the total Contract Price. In case the change required by the APSFL exceeds 10% of the total Contract Price, the said change would be subject to the bidder providing his written consent to the APSFL request.

10. Any additional equipment to be added into AP Fiber Network shall be included with a one year warranty period followed by AMC for the next four years. The O&M responsibility for such additional equipment would be passed on to the OMA as per the AMC price given by OEM which shall be paid by APSFL to the OMA.

General Terms and Conditions for the AMC with OEMs.

- A. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment. The contract shall be effective for a period of five years.
- B. The AMC contract shall include providing dedicated and qualified manpower resources pertaining to the OEM equipment to be positioned at NOC/DHQs/APSFL head office as applicable for operational support and monitoring/followup.
- C. The OMA shall attend unlimited breakdown calls immediately on receipt of complaint and with a NBD support (Monday to Saturday).
- D. All spares to be used shall be genuine spare parts equipment from the OEM.
- E. Contractor/OEM shall provide unlimited telephonic e-mail and web-based support through the OMA.
- F. Well trained and certified engineer/technician shall visit the specified sites of APSFL to resolve the in-site problem reported. Transport and accommodation for the maintenance of engineers/technicians will be within the scope of OMA.
- G. The typical activities covered under onsite maintenance shall be problem diagnosis, resolution by restore/repair/replacement, user assistance, installation of updates, patches on the system apart from the knowledge base for technical information relevant to the equipment.
- H. If a part is identified as the cause for the malfunction, the same when repairable shall be attempted by the vendors. If a part is to be replaced immediately, it shall be done with a functionally equivalent part by the O&M agency. AMC contractor shall provide the replacement by next business day.
- I. The Annual Maintenance Contract covers the diagnosis, replacement of spares parts, labor on hardware failure.
- J. The Annual Maintenance contract shall cover all spare parts (including Electronic and Electrical), except consumables defined by the OEM.
- K. The Annual Maintenance Contract shall cover the cost of transportation of the defective spares & defective Equipment.
- L. Insurance for the equipment in transit and human resources involved will be within the scope of OMA.

11. Revised Price Bid Format

11.1.1 Format 2 - Breakdown of Cost Components

1. Bidder should provide all prices as per the prescribed format. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields.
2. All the prices (even for taxes) are to be entered in Indian Rupees ONLY (% values are not allowed).
3. APSFL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
4. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
5. The Unit Rate as mentioned in the following formats shall be used for ‘Change Order’ for respective items, if any. However, based on the market trends, APSFL retains the right to negotiate this rate for future requirements.
6. All prices quoted shall be exclusive of taxes and applicable taxes would be paid extra as per prevailing rates.

11.1.2 Abstract of Cost Components

S. No	Item	Total Price (INR)	Total Price in words
1.	O&M services cost for 5 Years		
2.	AMC Cost for 5 Years		
3.	Other cost if any		
Total IN INR			

11.1.2.1 Price Bid for Schedule – A: O&M Cost components

S. No	Item	Total Price (INR)	Total Price in words
1.	O&M services cost for 1 st Year		
2.	O&M services cost for 2 nd Year		
3.	O&M services cost for 3 rd Year		
4.	O&M services cost for 4 th Year		
5.	O&M services cost for 5 th Year		
Total (A) O&M services cost for 5 Years			
Total (A) O&M services cost for 5 Years in words:			

Annexure

SL NO	ITEM	IN FIELD/IN NOC	VENDOR	ITEM DESCRIPTION	QUANTITY	TOTAL
1	UPS	IN FIELD	EMERSON	UPS 1KVA 2HRS	1016	2457
			CONSUL		757	
			EMERSON	UPS 1KVA 4HRS	380	
			CONSUL		230	
			EMERSON	UPS 3KVA 4HRS	35	
			CONSUL		27	
			EMERSON	UPS 6KVA 4HRS	7	
		CONSUL	5			
		IN NOC	EMERSON	UPS 10 KVA	2	4
	EMERSON	UPS 80 KVA	2			
2	ROUTER	IN FIELD	CISCO	ROUTER 9010	10	625
			CISCO	ROUTER 903	49	
			CISCO	ROUTER 920_2*10P	484	
			CISCO	ROUTER 920_4*10P	82	
		IN NOC	CISCO	ROUTER 9010	4	9
			CISCO	ROUTER 903	1	
	CISCO	ROUTER 920	4			
3	DWDM	IN FIELD	CISCO	DWDM_STATE RING	10	96
			CISCO	DWDM_ZONAL RING	58	
			CISCO	DWDM_STATE RING OLA	20	
			CISCO	DWDM_ZONAL RING OLA	8	
		IN NOC	CISCO	DWDM	12	12
4	OLT	IN FIELD	PT	OLT 2*1G	1783	2446
			PT	OLT 4*1G	629	
			PT	OLT 2*10G	34	
		IN NOC	PT	OLT 4*1G	1	1
5	FDMS	IN FIELD	SFO TECHNOLOGIES	FDMS	309	2526
					2217	
		IN NOC	SFO TECHNOLOGIES	FDMS	2	2
6	AIR CONDITIONER	IN FIELD	LG	AC 2TON 3STAR	24	24
		IN NOC	EMERSON	AC_10.0 TR	3	11
			DAIKIN	AC_1.8T	4	
			DAIKIN	AC_1.5T	4	
7	GENSET	IN FIELD	COOPER	GENSET 15KVA SILENT DG	12	12
		IN NOC	KOEL	KG1-320WS1/320 kva - GENSET	1	
		IN NOC	EMERSON	Netsure 701IC4 System power supply	1	
		IN NOC	CISCO	FIRE WALL	4	
		IN NOC	CISCO	CGNAT	2	
		IN NOC	CISCO	IGW	2	
		IN NOC	CISCO	SWITCHES	6	
		IN NOC	HP	TOR SWITCH	2	
		IN NOC	HP	SERVERS	29	
		IN NOC	HP	STORAGE 40TB	1	

SL NO	ITEM	IN FIELD/IN NOC	VENDOR	ITEM DESCRIPTION	QUANTITY	TOTAL		
8	Hardware	IN NOC	HP	STORAGE 20TB	1			
		IN NOC	ENVIVIO	ENCODER	13			
		IN NOC	ENVIVIO	SATELLITE RECEIVER	9			
		IN NOC	ENVIVIO	MULTIPLEXER	2			
		IN NOC	ZTE & TELECOM	Media Process Blade A0	1			
		IN NOC	ZTE & TELECOM	Media Process Blade A0	1			
		IN NOC	ZTE & TELECOM	General Process Blade X2	1			
		IN NOC	ZTE & TELECOM	General Process Blade B0	1			
		IN NOC	ZTE & TELECOM	General Process Blade B0	1			
		IN NOC	ZTE & TELECOM	Sonet Digital trunk Interface	1			
		IN NOC	ZTE & TELECOM	Sonet Digital trunk Interface	1			
		IN NOC	ZTE & TELECOM	IP Process Interface	1			
		IN NOC	ZTE & TELECOM	IP Process Interface	1			
		IN NOC	ZTE & TELECOM	Base Switch A0	1			
		IN NOC	ZTE & TELECOM	Base Switch A0	1			
		IN NOC	ZTE & TELECOM	Fabric Switch A1	1			
		IN NOC	ZTE & TELECOM	Fabric Switch A1	1			
		IN NOC	ZTE & TELECOM	TDM Switch A0	1			
		IN NOC	ZTE & TELECOM	TDM Switch A0	1			
		IN NOC	ZTE & TELECOM	Digital Trunk Interface B0	1			
		IN NOC	ZTE & TELECOM	KVM	1			
		IN NOC	ZTE & TELECOM	Airvent	1			
		IN NOC	ZTE & TELECOM	Power Distribution Unit	1			
		IN NOC	ZTE & TELECOM	Optical Distribution Frame	1			
				IN NOC	ZTE & TELECOM	HP Blade Server Chasis C-7000 Along with 8 Blade servers	2	
				IN NOC	ZTE & TELECOM	HP 5900 Series L3 Lan Switch (JC772A)	1	
		IN NOC	ZTE & TELECOM	HP5900 Series Switch JC772A	1			
		IN NOC	ZTE & TELECOM	CISCO ASR 920 ROUTER	1			
		IN NOC	ZTE & TELECOM	FUJITSU Disk Array (Eternus dx 100 s3)	1			
		IN NOC	ZTE & TELECOM	AC to DC Converter Rack	1			
9	Software	IN NOC	Pt	Agora				
		IN NOC	Cisco	Prime				