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

No.: MOB-19/BTS Sites Mtce Outsourcing/29

Dated: 30.01.2020

To,
The Chief General Manager,
All Telecom Circles/Districts.


Sub: Outsourcing of BTS sites - reg.

In partial supersession to clause 4 (a) & (b) of the instructions issued vide BSNL CO letter no. 61-11/2018/CMTS Infra/O&M/Post AWO/16 dated 03.10.2018 and in view of the Voluntary Retirement Scheme (VRS) becoming effective w.e.f. midnight of 31.01.2020, for authorization for initiating the process of outsourcing of maintenance of BTS sites is being hereby conveyed, to be followed in line with the following instructions for strict adherence.

- a) Considering the outsourcing of external plant network of land line, rearrangement of CFA staff be undertaken in each SSA for BTS maintenance activities by existing manpower based on available resources.
- b) Circle shall take decision of BTS maintenance outsourcing based on available manpower in each SSA and in consultation with the IFA after having drawn the SSA manpower plan.
- c) No Mobile Infrastructure Maintenance outsourcing is permitted in Metro district / BA HQ / SSA HQ and SDCA H/Q city limit and area upto 5 KM in radius beyond city limits. However, Rigger related activities for these sites are permitted.
- d) To keep the costs low and enhance viability in rural areas, rural exchanges can also be clubbed by the circles based on manpower availability in each SSA.
- e) Core mobile activities to be undertaken exclusively by BSNL staff are given at **Annexure-A**.
- f) The tender document provisions shall be standardized at circle level
- g) Desired activities to be covered under Mobile Access Equipment Maintenance and Mobile Infrastructure maintenance outsourcing is enclosed at **Annexure-B1** and **Annexure - B2** respectively.
- h) The rates to be finalized shall be around INR 3000 per site per month. These rates includes rates for both Mobile Access Equipment Maintenance and Mobile Infrastructure maintenance outsourcing.

This is issued with the approval of competent authority.

Encl: As above;


(Satyendra Kumar)
DGM (NWO-CM-II)

Copy to:

1. PPS to CMD, BSNL for kind information.
2. PPS to Dir(CM)/ Dir (CFA) /Dir((FIN)/DIR(HR)/DIR(EB) for kind information please.
3. Sr. GM(Infra), BSNL CO for information please.

**Core activities which need to be managed/ maintained in-house by
BSNL staff/ officers**

- i. Management of NSS and IN/VAS core elements like HLR, GMSC, GMGW, MSC, MGW, GGSN, SGSN, USSD, BSC, RNC etc. however, to enhance to utilization efficiency of manpower the centralization of MSC configuration as per instructions issued by NWO CM Cell.
- ii. Monitoring of all KPIs of BTS/Node B/ e-Node B for OMCR terms. All configurations patch implementations, upgrades, Capacity rearrangements through software
- iii. 24 x 7 NOC to be established for centralized monitoring at circle level for alarm of Network Elements.
- iv. All planning and A/T activities, dealing with the roll out of various phase of GSM project. Installation activities can be outsourced.
- v. RF Drive Test, Optimization and coordinating with TRAI / TERM cell.
- vi. EMF related activities and updating in NEP portal and coordination with TERM cell. However, getting photographed and related activities may be outsourced.
- vii. Management of various MIS and TRAI reports.
- viii. Bill processing for IP sites both lease-in and leased-out.
- ix. Management of LEA activities and dealing with TERM cell / LEA authorities.
- x. Billing & Customer care and IT
- xi. Management of GSM CAF record room works and dealing with TERM CELL. However, DKYC has already been outsourced.
- xii. Executing of all AMC agreements of GSM equipment
- xiii. Management of GSM store.
- xiv. All Tendering works like RF optimization, installation and de installation of GSM equipment's, Infrastructure maintenance tender for maintenance of all non NSNL sites etc.

**List of the Suggestive Activities to Be Covered under BTS & Infrastructure
Maintenance for Outsourcing**

Mobile Access Equipment Maintenance (BSNL /N - BSNL/ IP)

- i. All BTS related alarm need to be made functional and to be extended upto OMCR within three month. (Penalty of Rs 50 per day per site for one month)
- ii. Prompt action (within 1 hour in city and 12 hours in Rural) on receipt of instructions (by call or by SMS) from concerned officer regarding manual assistance in rectification of alarms/faults in site. In case of no action in accepted time line Penalty per hour at the rate of Rs 10 per hour per site)
- iii. Air filter cleaning in BTS/ Node B/ e-Node B, every month and entry in log book of site.
- iv. In case of BTS outages due to control card faults of BTSs / NODE-Bs fault, replace the fault items with the spare module /cards as per instructions of BSNL Site In charge.
- v. In case of Mini Link/ OFC failure, details of visual alarm noticed to be communicated to the maintenance In-charge.
- vi. For prolonged failure of Electricity as intimated by BSNL officer, Coordination for restoration of EB in consultation with BSNL Site/ IP In charge.
- vii. To check Earth Connectivity is available at BTS/ Node B.
- viii. The field staff being deployed should be provided with 2 SIMs one of BSNL & other from private TSPs for communication when BTS site is down.
- ix. Any BSNL OFC breakdown en-route to be intimated to site incharge for prompt restoration of OFC fault.
- x. Site failure due to unsatisfactory support in Site upkeep activities which leads to prolonged outage for more than 12 hrs in urban area and 48 Hours in Rural area will be treated as major deviation and penalty @ Rs 50 per hour.
- xi. Up to 24 hrs of reporting of non-compliance related to above specific instance will be treated as 1 minor deviation and further non completion of activity in every 3 days will be treated as single instance .
- xii. Maintaining EMF related boards and help in providing data for Biennial submission of EMF Radiation.
- xiii. Antenna Orientation & Tilt as per requirement for optimization.
- xiv. VSWR fault rectification per sector (includes reconectorization, jumper cable change & weather proofing)
- xv. Checking & correction of RF cable swap, L-1 antenna at RRH, removal of bird/honey bee/wasp nest
- xvi. Any other activity with minor modification in RF as per guidance of BSNL
- xvii. Non-completion of ordered rigger activity within 3 days of intimation will be taken as minor performance deviation. Every one week delay will be treated as one instance.

- xviii. Each Minor performance deviation will result in penalty of Rs 50 except in case the deviation is because of BSNL reasons.
- xix. Assistance in handling of minor store items.
- xx. Site wise capping of 12% is applicable in respect of minor performance deviations / site upkeep activities.
- xxi. Penalties being charged for Major Performance Deviations attributable to the bidder will be capped to 12% of the total contracted value for the services of the relevant invoice period.
- xxii. If the total penalties reaching the capping limit consecutively for three months, BSNL will have the right to terminate the contract of the concerned SSA without any further notice.
- xxiii. If any fraudulent activity by the personnel deployed is detected by BSNL authorized personnel/officer, then the bidder is liable to pay penalty as assessed by BSNL i.e. The cost of consequential damages to installation(s)/DG set(s) would be deducted at actual, from the service provider's bill. This will be over and above the other penalties and will not be subject to capping if any.
- xxiv. Any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from SP.

Mobile Infrastructure Maintenance (N-BSNL Sites in Addition to Annexure B1)

- a. Ensure working of Power plant alarms with OMC-R. (Penalty of Rs 8 per day per site for one month)
- b. Prompt action (within 1 hour in city and 12 hours in Rural) on receipt of instructions (by call or by SMS) from concerned officer regarding manual assistance in rectification of alarms/faults in site. In case of no action in accepted time line (Penalty per hour at the rate of Rs 5 per hour per site)
- c. First line maintenance of power plants, battery and any problem reported. Any problem not reported within 3 days for urban area and beyond 10 days will attract penalty of Rs 2 per day per site for the days it has not reported.
- d. Periodically check-up power plant modules working, load sharing and ensuring sufficient Modules are available for Equipment in consultation with Site Incharge and Charging of Battery.
- e. Tightening of all nuts /screws in interconnecting point of power cable from EB panel board to each equipment, once in three months.
- f. To ensure the control card is functioning properly so that battery do not go to deep discharge.
- g. In case of any Power Plant outages due to fault in control card intimation to be given to Site In charge for attending the same on priority.
- h. Conducting Battery Backup test with Existing Load at least in quarterly & record the same in Log Book.
- i. Faulty Card/ Units need to be deposited at designated centre as per requirement & collect repaired unit within 24 hours in urban and in 48 hours in rural areas and delay more than that will be counted as one instance of minor deviation and penalty @ of Rs 50 per day will be charged.
- j. Replacement of the faulty modules with repaired Modules as per instructions of Site In charge within 24 hours in urban and in 48 hours in rural areas is mandatory and any delay resulting in downtime of equipment because of Non replacement of control card will be counted as major deviation and will be charged @ Rs 20 per hour.
- k. Bidder has to provide related testing equipments to discharge the functions listed.
- l. Cleaning, security and up keeping of the site including all equipment, tower surroundings, shelter/OD cabinet, DG etc. This includes bush cutting in the BTS sites in open areas. All tools & Cleaning material to be provided by the bidder.
- m. Routine check of free cooling systems available at site and DG set and other Equipments and record the same in log book as per the periodicity defined for the visit as per tender. Reporting of any alarms/faults/untoward incident to the concerned officer.
- n. Running of DG sets as required.
- o. Assisting in Diesel filling in the DG Set available at the site.
- p. Up to 24 hrs of reporting of non-compliance related to above specific instance will be treated as 1 minor deviation and further non completion of activity in every 3 days will be treated as single instance .

- q. Site wise capping of 12% is applicable in respect of minor performance deviations / site upkeep activities.
- r. Penalties being charged for Major Performance Deviations attributable to the bidder will be capped to 12% of the total contracted value for the services of the relevant invoice period.
- s. If the total penalties reaching the capping limit consecutively for three months, BSNL will have the right to terminate the contract of the concerned SSA without any further notice.
- t. If any fraudulent activity by the personnel deployed is detected by BSNL authorized personnel/officer, then the bidder is liable to pay penalty as assessed by BSNL i.e. The cost of consequential damages to installation(s)/DG set(s) would be deducted at actual, from the service provider's bill. This will be over and above the other penalties and will not be subject to capping if any.
- u. Any tendered work not attended in time, BSNL will have the right to get it done from external resources and payment made to them will be recovered from SP.

The tender document provisions shall be standardized at circle level