

E4-E5 (CFA)

AMC Issues of CFA Networks

WELCOME

- This is a presentation for the E4-E5 CFA MANAGEMENT Module for the Topic:AMC Issues of CFA Networks
- Eligibility: Those who have got the Upgradation from E4 to E5.
- This presentation is last updated on 15-3-2011.
- You can also visit the Digital library of BSNL to see this topic.

AGENDA

- Introduction
- Various AMC Issues.
- Activities to be carried out during Preventive Maintenance

Introduction

AMC is an agreement made between **CONTRACTOR / PURCHASER** under Companies Act, 1956 **M/S VENDOR** (herein after referred as **contractor** which expression shall include its successors and permitted assigned) on the one part and **Bharat Sanchar Nigam Limited** (herein after referred as **BSNL/Purchaser/SSA Head / DE in-charge of a Division and permitted assign**) represented by **SSA Head / Divisional Engineer in-charge of division.**

Main AMC issues of CFA networks

- GENERAL ISSUES
- TECHNICAL ASSISTANCE
- PREVENTIVE MAINTENANCE VISIT
- REPAIR OF CARDS
- FAULTS: SEVERITY LEVELS & RESTORATION TIME

Main AMC issues of CFA networks

- PERFORMANCE BANK GUARANTEE
- AMC CHARGES AND PAYMENT
- TERMINATION OF CONTRACT
- PENALTIES

Main AMC issues of CFA networks(General)

The VENDOR shall be responsible :

- 1.Diagnose the hardware & software faults
- 2.Rectify the hardware / software fault detected
- 3.Carry out the periodic preventive maintenance
- 4.Repair/replacement of faulty cards
- 5.Upkeep the software periodically
- 6.Up-grade the software to latest version
- 7.Provide assistance for making changes/modifications in exchange database
- 8.induction/invoking of new features/services
- 9.Issue of Guidelines / application note / procedure

Main AMC issues of CFA networks(General)

Battery, Power plant, Air Conditioners, MDF/DDF, testers and tools, inverters, modems and printers shall not be covered under the scope of AMC.

Main AMC issues of CFA networks (TECHNICAL ASSISTANCE)



Issues related to technical assistance are decided according to requirement of infrastructure specific new technology switching exchange in the field

Main AMC issues of CFA networks (TECHNICAL ASSISTANCE)



There shall be at least two telephone lines, one mobile number, one email address and one FAX line available with the vendor for registering the faults etc..

Main AMC issues of CFA networks (TECHNICAL ASSISTANCE)



In case the obsolete hardware is required to be replaced by an equivalent hardware, the vendor shall replace the same, at no additional cost to BSNL.

Main AMC issues of CFA networks (PREVENTIVE MAINTENANCE VISIT)



The vendor shall prepare the schedule of preventive maintenance, ensuring that all exchanges in a particular region are scheduled in a cyclic manner. The schedule shall be submitted to BSNL in advance and shall be mutually agreeable.

Main AMC issues of CFA networks (PREVENTIVE MAINTENANCE VISIT)



1. Vendor shall ensure that normal service of the exchanges is not effected during preventive maintenance.
2. The report of preventive maintenance shall be jointly signed by the exchange in-charge and the site engineer of the vendor.
3. The vendor shall prepare the schedule of preventive maintenance, ensuring that all exchanges in a particular region are scheduled in a cyclic manner.
4. The schedule shall be submitted to BSNL in advance and shall be mutually agreeable.

Main AMC issues of CFA networks (REPAIR OF CARDS)



1.The vendor shall repair all types of cards at its premises/repair centers

2. The faulty cards to the repair centre of the vendor shall be sent by the site in charge on to-pay basis through Courier or any other agency consented by vendor. The transportation including packing, forwarding and insurance of cards from exchange to repair center and vice versa shall be sole responsibility of the vendor.

Main AMC issues of CFA networks

(FAULTS: SEVERITY LEVELS & RESTORATION TIME)



The definition of fault, the assess time; response time will be define here.

In case vendor is required to visit the site for rectification of critical and major fault, actual travel time, subject to a maximum of 24 hours shall be permitted.

Main AMC issues of CFA networks (**PERFORMANCE BANK GUARANTEE**)



1. The vendor shall furnish Performance Bank Guarantee to the purchaser for an amount equal to 25% of the AMC value for a year within 21 days, after receipt of advance purchase order in the standard format of BSNL.
2. The Performance Bank Guarantee shall be valid for 18 months and shall be extendable on yearly basis at the time of renewal of the contract.

Main AMC issues of CFA networks (**PERFORMANCE BANK GUARANTEE**)



3. The PBG shall be submitted on circle basis.
4. The proceeds of performance security shall be payable to BSNL as compensation for any loss resulting from the contractor's failure to complete its obligation under the contract/Agreement.

Main AMC issues of CFA networks (AMC CHARGES AND PAYMENT)

AMC CHARGES FOR LOCAL LINES

Sl. No.	Equipped Capacity	Rate in Rs. / year/ MSU
1.	Upto 10K	1100000
2.	10 K to 20 K	1682000
3.	20K to 30K	1939000
4.	30K to 40K	2475000
5.	>40K	2607000

Main AMC issues of CFA networks (AMC CHARGES AND PAYMENT)

AMC CHARGES FOR TAX LINES

Sl. No.	Equipped Capacity	Rates in Rs. /year/MSU
1	Up to 10K	750000
2	10 K to 20 K	1307000
3	20K to 30K	1418000
4	30K to 40K	1696000
5	> 40K	2018000

Main AMC issues of CFA networks (**TERMINATION OF CONTRACT**)



In case the services provided under this contract are not satisfactory in opinion of BSNL, the contract can be terminated by BSNL after giving a notice of 3 months to the vendor. However, the vendor shall continue to provide the services during the intervening period.

Main AMC issues of CFA networks (PENALTIES)



Penalty for Technical Assistance(Depends upon type of faults):

- Critical faults
- Major Faults
- Minor Faults

Main AMC issues of CFA networks (PENALTIES)



Penalty for Repair of Cards

- If a card is received duly repaired within 30 days time, no penalty charges shall be levied.
- If a card is neither received after repair nor replaced within stipulated time, penalty charge of Rs. 1000/- per card per week shall be imposed for first four weeks delay.
- For delay beyond four weeks, penalty charges of Rs. 2000/- per card per week shall be imposed.

Main AMC issues of CFA networks (PENALTIES)



Penalty for Preventive Maintenance Visit:

If the vendor fails to perform yearly preventive maintenance visit, penalty charges of 20 % of yearly AMC cost of that MSU shall be levied.

The maximum penalty is restricted to 25% of the contract value of the particular exchange

Activities to be carried out during Preventive Maintenance

- Software conformity test
- Complete system / exchange status checkup as per maintenance manual.
- Alarm status checkup & removal of alarm.
- Check up of the correctness of the backup by taking backup of any or some of the exchange units and by regenerating the unit with the backup tape.

Activities to be carried out during Preventive Maintenance

If vendor observes any anomaly regarding maintenance of exchange, the same should be conveyed to exchange in-charge and should be resolved.

Guidelines / briefing to the exchange in-charge about the new software/ hardware inducted in the system during currency of AMC or any other specific query of exchange in-charge.

Activities to be carried out during Preventive Maintenance

During preventive maintenance visit, the vendor shall check the alarm status for major faults and long pending minor faults, which exchange staff is not able to clear. Necessary assistance shall be provided to clear such faults/ alarms.

