

**MAINTENANCE & SUPPORT OF
UPS FOR MEDIATION BILLING
SITES & PTCL HQs.**



**Pakistan Telecommunication
Company Limited**

1. Introduction

PTCL intends to have support and maintenance agreement for UPS/Batteries deployed in mediation billing sites nationwide & PTCL HQs. There are currently 34 billing (mediation) sites along with PTCL HQs on which critical network equipment is deployed and uninterrupted power supply is mandatory requirement in order to provide business continuity and avoid equipment from getting damaged.

This equipment provides CDRs for billing purposes and service provisioning and they need adequate power backup/availability to ensure continuity of critical billing services. PTCL HQs network provides connectivity to critical business applications and intranet/internet to all users in Headquarters. PTCL intends to have to maintenance and support agreement for current UPS deployed at these billing sites & PTCL HQs, the details are mentioned in Annex "A".

The purpose of this RFP is to select vendor for who can provide proactive/efficient support and maintenance of currently deployed UPS at billing sites nationwide and PTCL HQs. The contract will be awarded to a firm which best fulfills the requirements and specifications of PTCL, ability to implement best practices and experience in related function.

2. Scope of work

Selected vendor would be required to perform support & maintenance of UPS deployed at PTCL HQs and 34 billing sites nationwide as per Annex "A". Following are the SoW details:

- Vendor will ensure repair/maintenance of UPS/Batteries at 34 mediation billing sites & PTCL HQs.
- Timely rectification of complaints as and when arise
- Preventive maintenance tasks.
- Provide a complete operational test of the system, including a monitored battery-rundown test to determine if any battery strings or cells are near the end of their useful lives.
- Visually inspect equipment for loose connections, burned insulation or any other signs of wear.
- Regular UPS functioning tests and battery integrity tests.
- Vendor shall provide replacement UPS/Batteries incase of hardware fault/failure which should be able to provide backup of atleast 60 minutes.

3. Terms and Conditions

- PTCL reserves the right to reject any/all bids without mentioning any reason.
- Rates should be inclusive of all kind of Taxes, Freights, Duties, Custom clearance and carriage charges etc.
- Quoted rates must be in Pak Rupees.
- Last date for submission of bids is **30 - 10 - 2013 till 3:00 PM** and will be opened next day at **4:00 PM**.
- Bids will be sealed in envelopes and envelopes should be marked as Proposal for "**Mediation and PTCL HQs UPS support and maintenance**".
- No Advance will be allowed.
- Conditional bid will be rejected
- Submission of Bids shall be addressed to:
**Manager IT Data Center (Network Core),
2nd Floor, IT Data Center
CDDT Building H9, Islamabad.**

4. Vendor Proposal

The proposal should have a clear stating of all the direct or indirect expenses related to the offered solutions. Service provider proposal must include the following:

4.1 Support Orchestration

Vendor shall propose a complete support structure to PTCL along with well-defined support orchestration, covering all mentioned locations of PTCL across Pakistan.

4.1.1 Response Method

Response method may include one or all of the following

- Telephonic Support
- Email Ticketing

4.2 Support & Escalation

Vendor proposal shall include support and escalation hierarchy. Escalated management levels are as follows:

- First Level Management
- Second Level Management
- Third Level Management

4.3 Service outside Normal Working Hours

Proposal must have provision for services outside the normal working hours including weekend and other public holidays.

4.4 Preventive Maintenance

Preventive maintenance tasks are to ensure integrity of the system and safety from problems that are either known to occur with the passage of time and usage, or are unforeseen yet can be avoided to some extent. Preventive maintenance tasks are divided into these general categories.

4.4.1 Scheduled Hardware Maintenance Activity Cycle

Quarterly servicing and monthly visit of equipment, status monitoring of UPSs batteries life in order to ensure smooth functioning of the system. Any up-gradation / preventive maintenance activity planned by the company and approved by the IT department.

5. Response and Resolution

5.1 Response Time

Response time is considered to be the time in which a certain problem was attended after being submitted.

5.2 Resolution Time

Resolution time is considered as the time in which a problem is resolved and system was found up and running again exactly or better than last known good configuration as confirmed by the user. However any illogical reason described by user will not be counted. Resolution time starts after the response time.

5.3 Backup Provision Time

Backup provision time is the time during which backup equipment is provided against any known hardware issue of equipment in order to minimize the downtime of end-user. The backup time is exclusive of the response time.

5.4 Service Level Targets

Service level targets shall be part of the proposed solution as per the following table:

- Category-A;
Highly critical billing sites.
- Category-B;
Medium severity billing sites.

High Critical Sites (Category-A)

| Category of Issue | Response Time (by Coordinator) | Targeted Response On Site (If Required) | Backup Provision (Excluding Response OnSite) | Targeted Repairing Time | Escalation Threshold | Total SLA Achievement (%age) |
|--|---------------------------------------|--|---|--------------------------------|-----------------------------|-------------------------------------|
| Hardware Repairs/Maintenance (UPS) | Immediate | 1 hour | 4 Hours | 24 Hours | 50% | 95% |
| Hardware Repairs/Maintenance (Batteries) | Immediate | 1 hour | 4 Hours | 24 Hours | 50% | 95% |

Medium Severity Sites (Category-B)

| Category of Issue | Response Time (by Coordinator) | Targeted Response On Site (If Required) | Backup Provision (Excluding Response OnSite) | Targeted Repairing Time | Escalation Threshold | Total SLA Achievement (%age) |
|--|---------------------------------------|--|---|--------------------------------|-----------------------------|-------------------------------------|
| Hardware Repairs/Maintenance (UPS) | 30 Minutes | 2 hours | 6 Hours | 36 Hours | 80% | 90% |
| Hardware Repairs/Maintenance (Batteries Equipment) | 30 Minutes | 2 hours | 6 Hours | 36 Hours | 80% | 90% |

Note: All sites mentioned in “Annex A” fall in “Category-A”

6. Hardware Inventory Maintenance

In case of hardware component failure Contractor shall do the following:

- Send faulty item for repair.
- Provide backup for items under repair
- Maintain spares for each category of equipment

7. Performance Measurement and Response

- Response Time and Method: Response time is considered to be the time in which a certain problem was attended after being submitted. The proposal must address the maximum initial response time when a problem is reported and the response method which may include one or all of the followings:
 1. Telephonic Service
 2. Email ticket
- Service Level Agreement/Targets: Service level targets for the desired services shall be part of this PO/Agreement. The intended benchmarks are given in Annexure A.
- Acceptable Follow-up Time: The Contractor must specify the follow-up process and maximum initial response time when a problem is reported to Technical Assistance Center and which are not resolved in the course of the first contact. The follow -up response time for each priority must be defined.
- Problem Resolution Time: Resolution time is considered as the time in which a problem is resolved and system was found up and running again exactly or better than last known good configuration as confirmed by the user. Resolution time starts after the response time.
- Quality of Responses: In addition to problems being resolved within the stated timeframes, the quality of the interactions and paths taken toward resolution are of critical importance to PTCL. Interactions between IT Technical Service staff and vendor will be reviewed periodically by PTCL to identify areas where improved responses may be needed. Based on these reviews remedial measures will be the responsibility of the Contractor to improve the services..

8. Obligations of Contractor

- Contractor shall provide proactive support & maintenance as per above scope of work.
- The Contractor shall respond as per SLA timelines and shall provide the confirmation of IT registration via email. In case of Critical fault, the IT will be registered telephonically by calling the Contractors helpdesk and the Contractor shall respond as per SLA timelines and shall provide the confirmation of IT registration via both email and telephone.
- The actual status and progress as well as identified problems shall be mutually discussed on monthly basis with respective GM/SM/PTCL IT Staff. However, Contractor shall submit monthly activity reports, recommendations, proposals and necessary remedial measures in hard and soft copies.

- The Contractor shall present regular progress reviews and recommendations covering all domains on monthly basis in the office of GM (IT Data Center) or his designate at PTCL HQs level.
- Any Maintenance activity by Contractor, having a possible service impact must be mutually agreed with PTCL's concerned officer prior to carrying it out by the Contractor. For all types of activities on operational systems, whether involving downtime or otherwise, permission from PTCL is mandatory.
- Contractor is liable for the consequences of all errors and omissions on its part or on the part of its experts to full extent and within the limitations referred to here under.
- SLA/SLT given at Annex-A for each level of fault is firm and final. Following penalties will be charged from the Contractor in case of not meeting the timelines, as mentioned in SLA:
 1. Rs. 4,000/hr. in case of High Critical Site Fault
 2. Rs. 3,000/hr. in case of Medium Severity Site Fault
 3. Rs. 2,000/ hr. in case of Remote Site Fault

However, the maximum penalty amount will be capped at a maximum of 10 % of the Quarterly charges.

9. Obligations of PTCL

- PTCL shall render assistance, without incurring any cost to Contractor in going through the temporary import and export formalities for the needed equipment and tools, and the entry & exit formalities of Contractor's personnel.

10. Proposal Evaluation/Qualification Criteria:

PTCL will evaluate the responses from the vendors according to the responses / substantiations provided against Annexure – I.

| Qualification Criteria | | | Points |
|--|--|--|------------|
| Section 1 - Organizational Requirements | | | |
| 1 | Company Years in Operation minimum 5 year | | 05 |
| 2 | Capability to provide support Nationwide (Number of current similar nature Projects and number of resource deployed across different customers/cities with evidence) | | 15 |
| 3 | Previous experience in similar projects | | 15 |
| 4 | Service level targets appear sound and well defined. | | 05 |
| 5 | Compliance with RFP | | 15 |
| Section 1 Total | | | 55 |
| Section 2 – Incident Management Application | | | |
| 1 | Email Ticketing System | Call management approach appears sound, is well defined. | 10 |
| Section 2 Total | | | 10 |
| Section 3 – Services | | | |
| 1 | Support Orchestration | Solution with methodology appears sound, is well defined and provides clear cut boundary of each resource with the escalations | 25 |
| 2 | Value Added Services | If offered | 10 |
| Section 3 Total | | | 35 |
| TOTAL Marks | | | 100 |

ANNEXURE A:**CENTRAL REGION**

| S/No | Site Name | Site Address | UPS Model | UPS Power | UPS Status | Quantity |
|------|----------------------------|---|-------------|-------------|---------------|----------|
| 1 | ZTE OMC DIKHAN | ZTE OMC PTCL main exch opposite Circuit House D I Khan Cantt | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 2 | WLL MSC Faisalabad | WLL MSC 3rd Floor Central 4 Building CTX Outside Chiniot Bazar Faisalabad | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 3 | ZTE OMC Faisalabad | ZTE OMC PTCL Central Exchange Opposite Chiniot Bazar Faisalabad | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 4 | GTR WLL MSC | GTR WLL MSC 1st Floor CTX Near GPO G.T Road Gujranwala | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 5 | ZTE OMC Gujranwala | ZTE OMC Model Town Exchange Near Railway Station | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 6 | WLL MSC Lahore Cantt | 1st Floor WLL MSC Hall Cantt Telephone Exchange Near Girja Chowk Lahore Cantt | zxups-s502L | 2KVA/1400 W | Faulty | 1 |
| 7 | Huawei WIN LHR | 1ST FLOOR WIN PTCL EXCH GULBERG-III Lahore | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 8 | ZTE OMC Egertn LHR | 1st Floor OMC Hall, Egerton Road Exchange Lahore | zxups-s503L | 2KVA/1400 W | OK | 1 |
| 9 | Siemens OMC Egerton LHR | 1st Floor OMC Hall, Egerton Road Exchange Lahore | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 10 | Egerton Exchange, Lahore | 3rd Floor, PIE Data Center, Egerton Road Exchange Lahore | ZTE 6KVA | 6KVA | OK/low backup | 2 |
| 11 | WLL MSC Multan | WLL MSC Mumtazabad 2nd Floor Mumtazabad Teleph Exch Vehari Rd Multan | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 12 | ZTE OMC Multan | ZTE OMC 1st Floor Gulgasht Telephone Exchange Mortson Rd Multan | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 13 | ZTE OMC Farid Town Sahiwal | ZTE OMC Farid Town 1st Floor Farid Town Exchange Scheme-III Sahiwal | zxups-s606 | 3KVA/2.1K W | Zero Backup | 1 |

NORTH REGION

| S/No | Site Name | Site Address | UPS Model | UPS Power | UPS Status | Quantity |
|------|-----------------------|--|-------------|-------------|-------------|----------|
| 1 | ZTE OMC Abbotabad | ZTE OMC Main Exchange Pine View Road Abbotabad | zxups-s506 | 2KVA/1400 W | Ok | 1 |
| 2 | Alcatel NMC Islamabad | 1st Floor Room# 106 Block-1 PTCL House F-5/1 Islamabad | zxups-s502L | 2KVA/1400 W | Faulty | 1 |
| 3 | IN IBA | Huawei IN Exchange 2nd Floor CDDT Building H-9 Islamabad | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 4 | Siemens OMC Peshawar | Digital Telephone Exchange Sher Shah Suri Rd Peshawar | zxups-s502L | 2KVA/1400 W | Faulty | 1 |
| 5 | City WLL MSC Peshawar | City Telephone Exchange, Khyber Bazar, near LRH Peshawar | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 6 | WLL MSC Peshawar | WLL MSC-II GT Road Telephone Exchange Near Children Hospital Old Haji Camp Main GT Road PESHAWAR | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 7 | ZTE OMC Peshawar | ZTE OMC 1st Flr Khyber Exch Uni Rd Opp Chief Burger Peshawar | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 8 | IGE GW IBA | ISMC Hall 2nd Floor Gateway Building PTCL Complex 7th Road S/Town Rawalpindi | zxups-s502L | 2KVA/1400 W | Faulty | 1 |
| 9 | Siemens OMC RWP | 4th Floor old building Siemens OMC Satellite Town Exch Rawalpindi | RT3000 | 5KVA/3.5K W | OK | 1 |
| 10 | WLL MSC S/Town | 1st Floor MSC/BSC Hall Main Building PTCL Complex 7th Road Satellite Town Rawalpindi | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 11 | ZTE OMC ITR | ZTE OMC ITR Kashmiri Bazar (Raja Bazar) City Rwp | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 12 | HCTE NGN S/TOWN | HCTE Hall 1st Floor Old NWD Building PTCL Complex 7th Road S/Town Rawalpindi | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |

| | | | | | | |
|----|-------------|--|----------------|-------------|-------------|---|
| 13 | ZTE-OMC-RTR | 3rd Floor old building OMC RTR Satellite Town Exchange RWP | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 14 | PTCL HQs | PTCL Headquarters G-8/4, Islamabad. | Delta GES403NH | 20KVA | Ok /faulty | 3 |
| 15 | PTCL HQs | PTCL Headquarters G-8/4, Islamabad. | APC UPS | 10KVA | OK | 2 |

SOUTH REGION

| S/No | Site Name | Site Address | UPS Model | UPS Power | UPS Status | Quantity |
|------|---------------------|--|-------------|-------------|-------------|----------|
| 1 | Site HYD WLL MSC | WLL MSC Tower Market T excha Bailkhana rd Hyderabad | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 2 | ZTE OMC HYD | ZTE OMC Hyderabad 1st Floor Central Telecom Building Near Gul Center Hyderabad | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 3 | WLL MSC Karachi | 1st Floor WLL MSC Hall Pak Capital Exchange near Old Sabzi Mandi University Road Karachi | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 4 | ZTE OMC Karachi | ZTE OMC 1st Floor Room#110 CTH Building II Chandrigarh Road Karachi | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 5 | Siemens OMC KHI | 2nd Floor, OMC Hall Central Telephone Exchange, II Chandigarh Road, Karachi | zxups-s502L | 2KVA/1400 W | Zero Backup | 1 |
| 6 | IGE GW KHI | 4th Floor Intl GW Exch Pak Capital Exchange Near Askari Park Karachi | zxups-s502L | 2KVA/1400 W | | 1 |
| 7 | QTA Central WLL MSC | WLL MSC Room# 17 Central Telephone Exchange Zarghoon Road Jafar Khan Jamali Chowk Quetta | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 8 | ZTE OMC Quetta | ZTE OMC PTCL City Exchange Mecongy Road Quetta | zxups-s502L | 2KVA/1400 W | OK | 1 |
| 9 | ZTE OMC Sukkur | ZTE OMC Sukkur 2nd Floor Digit Central II Exchange Minara Rd Sukkur | zxups-s603 | 3KVA/2.1K W | OK | 1 |