

Terms & Conditions and Technical Specification for providing Telephone Services at HSL

1. Scope: The tenderer shall provide Telephone Services as per details indicated below:
 - a) Fixed Wireless Phones:
 - i. Category –I ---- to communicate among HSL phones only- 197 Nos.
 - ii. Category-II ---- to communicate with phones within A.P
in addition to the facility of category-I
above. - 68 Nos.
 - iii. Category-III ---- to communicate with phones out side
A.P. in addition to the facility of
Category-II above. Secretarial Phones - 20 Nos.
 - b) Mobile Phones: ---- to communicate with STD, ISTD,
Roaming and CUG facility - 280 Nos.

2. A common series of Telephone numbers are required to be maintained for Fixed Wireless Phones and Mobile phones for the complete HSL service. The present series of last four digits i.e. 2000 to 2999 shall be allotted among HSL employees at the time of providing service.

3. The tariff / call charges payable for the following services are to be offered:
 - i. Monthly rental for each connection -- Rs.
 - ii. Call charges from mobile phone to mobile phones of same service provider other than CUG. -- Rs. /pulse
 - iii. Call charges from mobile phone to mobile phones of other service providers. -- Rs. /pulse
 - iv. The pulse rate is per second
 - v. Call charges from mobile phone to land line phone and vice versa--Rs. /pulse.
 - vi. SMS charges for local -- Rs.
 - vii. SMS charges for national phones -- Rs.
 - viii. SMS charges for international phones -- Rs.
 - ix. SMS charges for Roam National -- Rs.
 - x. STD call charges from mobile to mobile phones -- Rs. /pulse.
 - xi. STD call charges from mobile to land line & vice versa -- Rs. /pulse.
 - xii. ISTD call charges for US, CANADA, UK -- Rs. /pulse.
 - xiii. ISTD call charges for EUROPE (except UK), Singapore, Thailand, Malasiya, Indonesia, Hong Kong -- Rs. /pulse.
 - xiv. ISTD call charges for Rest of the world -- Rs. /pulse.
 - xv. National roaming call charges incoming -- Rs.
 - xvi. National roaming call charges outgoing within location -- Rs.
 - xvii. National roaming call charges outgoing from roaming location -- Rs.
 - xviii. International roaming rental -- Rs.
 - xix. Maintenance charges for Fixed Wireless phone. -- Rs.
 - xx. Monthly Internet charges per connection -- Rs.
 - xxi. Service Technician Charges -- Rs.

4. The terms and conditions:
 - i. Dynamic Locking facility: Four digit Password code for digital locking facility shall be provided for Fixed phones of category-II & III and secretarial phones.
 - ii. For Mobile Phones GSM type services are to be offered to utilize the existing Mobile Phones.

- iii. The call charges (CUG) for calls made among HSL phones shall be nil.
 - iv. Caller ID (CLI) shall be provided and Charges for the same shall be nil.
 - v. Itemized Billing shall be provided for each connection as per Scheduled items indicated at item 3 above at no extra cost.
 - vi. Additional phone connections Mobile/FWT shall be provided during the contract period if required on written request with the same rates, terms & conditions.
 - vii. Service Taxes if applicable, payable extra at actuals.
 - viii. Services like fax and internet etc other than above which are value added type for fixed phones shall be provided upon written request by HSL.
 - ix. Instruments of fixed wireless phones including secretarial phones with FCTs shall be supplied at free of cost. The secretarial phones shall consist of one Main phone & one Extension phone.
 - x. The tenderer shall be responsible for maintenance of the instruments, batteries, chargers and other accessories (fixed and secretarial).
 - xi. One Technician shall be posted at HSL in all working days to attend the complaints, repairs of units and providing services. The service person shall also arrange replacement of duplicate SIM cards incase of loss and also attend the problem with network.
 - xii. Any benefit in revision in charges by TRAI shall be passed on to HSL.
 - xiii. The GPRS facility for Mobile phones shall be provided upon written request by HSL.
 - xiv. Activation of Special Ring tones and other value added commercial services shall be barred and no payment shall be made.
 - xv. The tenderer shall inspect Shipyard Layout and buildings to asses the signal strength and required tower to be provided and satisfy themselves before submitting the quotation.
 - xvi. The party shall commence providing services only after satisfactory test & performance of Signal Strength, Call interruption/break & immediate call connections especially at critical areas like DDSR, DDO, inside the vessels under construction/repairs etc. in HSL. The party shall complete the above trials and necessary adjustments if any within one month after issue of Letter of Intent. If the services are not satisfactory after one month trial period, the contract would be terminated.
 - xvii. The service provider shall have previous experience in providing telephone services for bulk users under CUG with connections not less than 500, including FWTs of more than 200 connections. The party shall enclose copies of such orders executed without which the offers are liable for rejection.
5. Duration of contract: The contract for providing Telephone Services shall be operable for a period of two years from the date of commencement of services.
 6. Termination of contract: The Telephone Services Contract can be terminated with one month notice at any time if the services are not satisfactory.
 7. Performance Guarantee: The tenderer shall be required to provide a Bank Guarantee on Nationalized/scheduled bank for an amount of 10% value of the order as per BG format enclosed to the tender before placement of order. The same is to be kept valid for a period of 12 calendar months from the date of its issue and to be extended as and when required till completion of the contract.
 8. Terms of payment:
Consolidated bill covering all the telephone connections provided, for the call charges, rentals and maintenance charges shall be submitted every month with details as per the items and rates given in the order. Bills for each connection with detailed call data and other services if any availed showing the individual call charges for each connection shall be enclosed to the bill. The bills would be certified and processed for arranging for release of payment with in 30 days from the date of submission.

9. HSL Standard Terms & Conditions:

All the tenderers shall comply with the HSL Standard Terms & Conditions displayed in HSL Web site www.hsl.nic.in and submit confirmation to that effect along with quotation. The tenderer shall also confirm all the above Technical Specification points item wise.

10. Arbitration: All disputes between the parties shall be referred to the Sole Arbitration of the Chairman & Managing Director of M/s HSL, VSP or to a person appointed by the Chairman & Managing Director of M/s HSL, VSP and if the Arbitrator so appointed resigns his post or vacates his office or is unable to and unwilling to act for any reason whatsoever, the authority appointing him may appoint a new Arbitrator to act in his place. The Arbitrator so appointed may from time to time with the consent of the parties enlarge the period of time for making and publishing the award. The Arbitrator shall on all matters referred to him indicate his findings along with the sums awarded separately on each individual items of dispute and the venue of Arbitration shall in all cases, subject to the convenience of the Arbitrator, be Visakhapatnam only. The award of the Arbitrator shall be final and binding subject to the provisions of the Indian Arbitration & Conciliation Act 1996.

11. Jurisdiction: The enforcement of the terms of the contract as well as all the transactions entered into by M/s Idea Cellular Limited, VSP with HSL, VSP shall be deemed to have taken place within the Jurisdiction of Visakhapatnam where M/s HSL, VSP works and office were situated and any cause of action arising in the due performance or breach of the contract by either of the parties hereto shall be deemed to have arisen within the Jurisdiction of Visakhapatnam not withstanding the residence or place of business of service provider.

12. The service provider shall have valid license from Dept of Telecom, Govt. of India and copy of the same shall be submitted.

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