



## **Corrigendum No: 1**

Date: 19.01.2022

Tender Enquiry No- TPSODL/OT/2021-22/081

**Work Description - Supply of Teams compatible IP phone at TPSODL.**

Reference Number	Initial Requirement	To be modified requirement
Annexure II	SLA has not been provided	SLA attached

**Rest of the tender document remains unchanged.**

Regards,

**Soni Panda | Procurement**

**Mob** +91 9178149826 | **Web** [www.tpsouththernodisha.com](http://www.tpsouththernodisha.com)

**TP SOUTHERN ODISHA DISTRIBUTION LIMITED**  
(A Tata Power and Odisha Government Joint Venture)

GSTIN-21AAICT3239P1Z1,PAN-AAICT3239P

Courtpeta | Berhampur | Ganjam | Odisha - 760 004

*Note-This document does not require signature*



## **ANNEXURE II**

### **SPECIAL CONDITIONS OF CONTRACT**

#### **Service Level Agreement for Supply, Installation and support of IP Phone**

##### **1. Terms of Agreement**

This agreement shall remain in force from the date of commencement i.e. <date> till the expiry of the warranty (including extension if any) for the IP phone provided against this order. It shall be open to TPSODL to terminate this agreement any time during its currency by giving one month notice to the vendor, in writing.

##### **2. Commencement of warranty period**

The warranty/support period of IP Phone will commence from date of delivery/installation or as specified in the Annexure II whichever is later. Vendor shall provide warranty for a period of 36 months (3 years) for the IP phone hardware and software as per the terms and conditions laid in this document.

##### **3. Scope of Work & Timelines**

###### **• Scope of work**

The selected bidder is expected to carry out all activities covering supply, delivery, installation, integration with existing Lync server, testing, and inspection in coordination with TPSODL. Sample equipment's shall be provided with the bid to be tested for specification compliance.

Detailed scope of work for the project is as given below:

- a) Supply and Delivery of IP Phones and all other accessories (power adapter, patch cord etc.)
- b) Supplied item must confirm to the technical detailed specifications mentioned Technical specification & BOM document.
- c) Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.
- d) Inspection and Testing:
  - i. All the equipment's shall be inspected for physical damage(s). The physically damaged equipment's shall not be accepted and shall be replaced by bidder without any cost to purchaser within the specified time period.
  - ii. Total order quantity of equipment's shall be checked along with all the required accessories as mentioned in technical specifications.
- e) Training and Documentation:
  - i. Conduct training session for TPSODL employees, covering following topics:
    - Configuration of supplied IP Phones
    - Basic and advance Operation of supplied IP Phones
    - Basic troubleshooting of supplied IP Phones
  - ii. Provide technical documentation with IP Phones supplied. The technical documentation should include technical manual and operation manual for the Supplied IP Phones.
- f) Comprehensive Warranty:
  - i. Bidder shall provide 3 years (36 months) of Bidder and OEM Warranty, Support and Patch Management services for the IP Phones and related accessories. Support shall start from the date of user acceptance of the installed IP Phones. A copy of user acceptance report is to be submitted with the bill.
  - ii. A list containing the details of the delivered IP Phones such as Serial Numbers, Model Name & Make, etc. is to be submitted to TPSODL during delivery of the IP Phones (Along



with the Delivery Challan). The details of the delivered IP Phones shall also be updated in the Warranty Management System of the OEM.

- iii. TPSODL must be able to log a support ticket to OEM helpdesk and to SI Helpdesk numbers in India for remote/ telephonic support
- iv. The SI is required to provide web-based call logging and tracking management System and helpdesk telephone number for logging support ticket. This shall be used for SLA evaluation.
- v. SI should provide service support from the respective OEM for the project duration of 3 years as per RFP. TPSODL/Bidder must be able to log a support ticket directly to OEM helpdesk to get telephonic/ remote support directly from OEM as required. Undertaking from OEM for above support services should be submitted by the Bidder along with the bid
- g) Uptime guarantee:  
The agreement stipulates that vendor shall maintain the system with uptime of **95% per IP Phone**. The uptime will be calculated on Monthly, peak and non-peak basis. This excludes any kind of down time taken for preventive maintenance.
- h) Maintenance Services:  
Vendor shall provide following maintenance services under this agreement for the supplied devices
  - i) Corrective Maintenance: Any system failure will be attended by vendor's engineer and if necessary, by their specialists and consultants.
  - j) Preventive Maintenance: TPSODL will allow vendor to carry out required Preventive Maintenance on IP phone. The down time required for Preventive Maintenance will be excluded in total down time of system to calculate yearly Uptime and also to be communicated to TPSODL management by the vendor.
  - k) Movement of the Devices: It is vendor responsibility for any IP Phone Hardware (as mentioned in the order) movement across TPSODL locations till the order expires.
  - l) Spares Availability/ Support for OS Patch  
Vendor shall have a back-to-back Business Critical Support arrangement with the <OEM partner> for spares and escalation support. Vendor shall also have a formal arrangement with <OEM> for any technical support that may be required on the hardware and the operating system. A copy of agreement between service provider & OEM should be provided to TPSODL

The deliveries under system software/patches support include: -

- ➔ System Software updates
  - ➔ Pro-active patch notification & installation on Equipment's.
  - ➔ Operating System Bug-fixes
  - ➔ Access to OEM Diagnostic Solutions Database.
  - ➔ Any other changes beneficial to TPSODL will be done on TPSODL Equipment's
- Under the above services, TPSODL will be provided with a list of patches available for their particular environment as and when a new software patch becomes available, which is relevant to TPSODL environment. These Patches will be installed on IP Phone by the vendor.

m) Response Time and Support

- i. OEM should support in case of non-compliance by bidder.
- ii. SLA Based Support through telephone/Fax/E-mail/ personal visit.
- iii. Response time:
  - 2 Hours Response Time
  - 4 Hours Resolution Time (Including Response Time)



- n) Method of contact to Engineer  
Vendor should provide the contact no., e-mail and name of the concerned engineer.
- **Timelines:**  
Item specified must be supplied within 6-8 weeks after the order is placed.

### 1. Level of Specialist Assistance to Engineer

The vendor will ensure that all required specialist / technical support will be provided to his engineer so that the guaranteed uptime will be achieved on monthly basis.

### 2. Level of escalation (if Problems are not resolved as per SLA)

Level I - The Account Manager	< Ph. No>
Level II - General Manager or Equivalent Level	<Ph. No>.
Level III - CEO of Company	<Ph. No>.

### 3. Reporting

The vendor shall prepare a **Monthly Report** in the prescribed format of TPSODL covering the following:

- Uptime Summary Report
- Preventive Maintenance report

### 4. Liquidated Damages

In case uptime commitment of IP Phone (as mentioned in clause 3(a) of this SLA) is not met; the same would attract a **Penalty @ Rs.100 per hour per Hardware**. The penalty money will be recovered from the payment due or from the PBG.