

Scope of Work & Service Level Agreement	
S.No	Description
1	Terms of Agreement:
	The scope of agreement shall remain valid from the commencement date until the expiry of the warranty period (including extensions) for the LAN works. TPSODL may terminate the agreement at any time by providing one month's written notice to the vendor.
2	Bidder Qualification Criteria
	The bidder must have a minimum of 2 years of relevant experience, including the successful execution of at least one project involving 100 LAN points. Copies of the Purchase Order (PO) along with completion and/or experience certificates must be submitted as supporting documents.
3	Health, Safety, and Environment.
	BA will ensure that their field force is fully equipped with Safety PPEs (Personal Protective Equipment) as per TPSODL safety guidelines.
4	Scope of work for LAN works:
	Conduct site surveys for LAN connectivity requirements as instructed by TPSODL.
	Submit BOQ for approval; work execution will commence upon receipt of RO/official approval.
	Install and test Cat 6 UTP/STP cables through conduits, flexible pipes, or HDPE pipes.
	Provide ferruling, labeling, face plates, I/O outlets, keystone jacks, patch panel termination, and numbering.
	Install racks and patch panels and ensure proper rack dressing.
	Share LAN point details, workstation information, and switch/router port mapping.
	Prepare network diagrams with complete port labeling for projects with more than 10 LAN points.
	Relocate LAN active equipment and racks as required.
	Reuse dismantled passive components where feasible; only installation charges will be applicable.
	Provide temporary LAN connectivity when required.
	Submit end-to-end labeling records and LAN documentation.
	Attend and resolve LAN complaints as per SLA.
	Perform cable certification and penta scanning when required.
	Rectify defects reported within 7 days of complaint closure at no additional cost.
	Obtain user sign-off after completion of work.
	Share before-and-after rack photographs and restore rack dressing if disturbed.
	Ensure complaint closure within the defined SLA.
5	Supply Material
	All materials and equipment supplied under this contract shall be from reputed brands/manufacturers and shall be ISO certified.
6	Maintenance Services:
	BA shall provide maintenance services under this agreement for the Active component/equipment's listed in BOM
	The maintenance services shall include the following: -
A	Corrective Maintenance
	Any system/LAN connectivity failure will be attended by BA's engineer.
B	Preventive Maintenance
	TPSODL will allow BA to carry out required Preventive Maintenance (cleaning ,dressing, routing etc) of LAN items/Active or passive components. The down time required for Preventive Maintenance will be excluded in total down time of system to calculate monthly Uptime and also to be communicated to TPSODL management by the vendor.
7	Material Handling and Movement
	The BA shall be responsible for relocation of LAN active components and racks across TPSODL locations.
8	Warranty Period
	A warranty period of twelve (12) months shall apply to all workmanship executed and materials supplied by BA, covering satisfactory performance and quality.
9	Liquidated Damages
	Failure to complete LAN work within the agreed SLA will attract a penalty of ₹1,000 per day per installation activity, recoverable from the BA's payment.