



BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

Information Technology Cell

Sanchar Bhavan, Ashoka Road, New Delhi-110 001(India)

INVITATION FOR “EXPRESSION OF INTEREST”
FROM LEADING SYSTEM INEGRATORS/SOFTWARE
SOLUTION PROVIDER

FOR

CDR BASED CUSTOMER CARE AND CONVERGENT
BILLING SYSTEM

REPLIES TO THE QUERIES/QUESTIONS
RAISED BY VENDORS
DURING THE VENDORS’ CONFERENCE
HELD ON JULY 18, 2002 AND
SUBSEQUENTLY UPTO JULY 23, 2002.

INDEX

GENERAL CLARIFICATIONS.....	2
A. iSoftel (Registration No. 118).....	2
B. Protek (Registration No. 339).....	3
C. Escosoft Technologies (Registration No. 137).....	3
D. Hewlett Packard India Pvt. Ltd. (Registration No. 156).....	5
E. Oracle India Pvt. Ltd. (Registration No.234).....	5
F. Infoztech Software Ltd., (Registration No. 82).....	6
G. ITI Limited (Registration No.139).....	6
H. T C I L (Registration No. 126).....	7
J. Siemens Information System Ltd. (Registration No. 281).....	7
K. Ericsson India Limited (Registration No.109).....	8
L. SAS INDIA (Registration No.173).....	8
M. CINCOM SYSTEM INDIA (P) LTD. (Registration No.320).....	9
N. HCL Perot System Limited. (Registration No.148).....	9
P. Mahindra-British Telecom Ltd. (Registration No.79).....	11
Q. Suntec Business Solutions (Registration No.52).....	12
R. Infosys (Registration No. 357).....	12
S. Sema Pte Limited (Registration No. 228).....	20
T. SUN MICROSYSTEMS INDIA PVT Limited (Regn. No. 315).....	22
U. Electronic corporation of India Ltd. (Regn. No.173/ 195/280).....	24
V. HCL Infosystem Ltd., (Registration No. 169).....	25
W. Motorola (Registration No. 267/268).....	26
X. SOTAS INDIA Pvt Ltd (Registration No. 145).....	28
Y. Larsen & Toubro Infotech Limited (Regn. No.115).....	29
Z. CMC & MCL (Registration Nos. 322 and 201 respectively).....	30
AA. Pricewaterhouse Coopers (Registration No. 202).....	32
AB. Amdocs (Registration No. 338).....	32
AC. Tata Infotec Ltd. (Registration No.71).....	33
AD. Ushacomm (Registration No. 64).....	34

GENERAL CLARIFICATIONS

1. **All clarifications issued hereunder form a part & parcel of the EOI document No. 8-3/2001-Comp. dated June 25, 2002 and before submitting the offer for EOI, all answers should be gone through in totality by all the vendors who have registered for EOI.**
2. **Soft copy (CD) of the EOI shall have to be submitted to facilitate compilation along with the printed copy.**
3. **A vendor can respond to a part of the requirement as enumerated in Clause 1.0 (i) of the EOI guideline document. In this case his qualification will be restricted to end-to-end solution of that component (i.e. retail/interconnect billing or both or for all the software components mentioned against paragraph 3.0 of EOI guideline document) only and they will not be given final tender document (RFP) if the tender is for end-to-end solution for any other component or more than one component and the vendor is shortlisted only for part requirement (component). It may be noted that the decision about the specific components/packages to be procured is yet to be taken. The present exercise is essentially to create a shortlist of eligible vendors/SI's depending upon the area(s) of their qualification. However, RFP will be given to only those shortlisted vendors/Sis who have qualified for the components/packages listed in the RFP.**
4. **Wherever there is a consortium formed by the bidder company (lead partner), each of the consortium members should have successful hands on experience in implementation of the respective solution for which the said member has been included in the consortium. The documents mentioned in clause 7.0 (a) of the EOI guideline document shall be submitted in respect of each member of the consortium. (Documents having no direct relevance to the proposed activity area of the member need not be submitted. Decision of BSNL in this matter shall be final.)**
5. **A legally valid consortium is necessary. If valid documentation in this regard cannot be submitted along with the submission of EOI, this must be made available by 26th August, 2002 (1700 hrs IST) to Jt. DDG (IT-III), failing which the EOI will be summarily rejected. However, letters of support, clearly conveying their commitment to participate in the tender process, from the proposed consortium members should be submitted along with the offer for EOI.**

A. iSoftel (Registration No. 118)

Q 1: Are the exchanges deployed by BSNL capable of providing necessary interfaces and protocols so that the proposed billing system is able to pull billing data or CDRs from it as well as write service provisioning information to it? If yes, then please do provide the list of such exchanges as well as the protocols that it would support.

Ans: The details of interface to different exchanges will be provided in the tender document (RFP).

Q 2: We feel that creating six billing zones will make project too complicated for any vendor or consortium because a project of this geo size, exchanges and subs has never been attempted before. Can we suggest a more viable option such as creating more billing areas and then linking of these area database on a data ware house to create a single logical country wide structure for data mining purpose?

Ans: Proposed approach for six billing centers is a practical solution considered by BSNL. However, suggestions are welcome.

Q 3: Please provide information on existing hardware, software and protocols that are being used for existing billing operation for us to define the scope of the proposal. What components would BSNL want to replace?

Ans: The present billing solution is Meter Call Unit (MCU) based located at around 331 places and solution required is a completely new solution based on Call Detail Record. Hence, there is no proposal for replacement of any hardware/software component.

Q 4: What features you expect in a CDR based billing system ?

Ans: Details will be given in the tender specifications (RFP).

B. Protek (Registration No. 339)

Q 1: Is the concept of six billing centers sacrosanct?

Ans: Yes. However, BSNL reserves the right to modify the number of billing centers at any time.

Q 2: TEC had earlier called for a CDR based billing conference, will TEC have any role to play?

Ans: TEC is one of the organization under Department of Telecommunications. BSNL has a right to consult any organization.

Q 3: EOI has a big focus on scalability of system, who will define the features that are desired and when and how will those features be judged by BSNL? (All vendors will write "Complied" to the tender).

Ans: Adequate safeguards will be built in the tender document (RFP).

Q 4: Will BSNL define minimum hardware specs or will it leave it to vendors for them to supply it as per their understanding?

Ans: BSNL may or may not define minimum hardware specs but specifications definitely contain the functional and performance related requirements.

Q 5: How many cities/towns & villages will be covered in each billing zone or area and how many CDRs will be deployed per zone?

Ans: Entire country's requirement pertaining to BSNL shall be met by these zonal billing 6(six) centers. Details will be given in the tender specifications (RFP).

C. Escosoft Technologies (Registration No. 137)

Q 1: Escosoft has registered for EOI, can we now apply with single/multiple partners to meet the eligibility criteria?

Ans: If a company fulfils the requirement given in the EOI, it can apply.

Q 2: The eligibility criteria has to be met with lead partner of group of partners in case of the consortium is allowed?

Ans: The eligibility criteria have definitely to be met by the lead partner who will submit the offer for EOI on behalf of the consortium. Also refer general clarifications given at the beginning of the document.

Q 3: Is consortium allowed?

Ans: Consortium is permitted as per clause {(7.0)(a)(xiii)} of EOI guideline document.

Q 4: Will there be technical disqualification later, in case the registered company in EOI is Escosoft and the lead partner happens to be some other company?

Ans: The lead partner must be the bidder who is registered for EOI.

Q 5: What will be criteria for short listing, is it the EOI submission and presentation or either one of the two?

Ans: Short-listing criteria is clearly defined as per Clause 6.0 of EOI guideline document. Any company not fulfilling the eligibility criteria shall be disqualified and will not be called for the presentation.

Q 6: Why six cities in whole of India? What infrastructure would it call for?

Ans: BSNL considers it optimal. Details will be given in the tender specifications (RFP).

Q 7: How will various value add services be rolled in future? How many years and in what shares across India?

Ans: Details will be given in the tender specifications (RFP).

Q 8: Why Fraud management, customer care and datawarehouse combined with billing system?

Ans: This is the business requirement of BSNL.

Q 9: Instead of six cities countrywide, we would recommend 3-4 states worldwide such that rollout is manageable & yet have certified control.

Ans: Suggestion is appreciated.

Q 10: In order to collect CDRs from E10B exchanges, we have a magnetic tape emulation (MTEs) hardware and software, which is currently undergoing TEC certification (as per TEC GR) at BSNL Calcutta. If required, our solution can also be extended to other switches OCB, NEAX, AXE, ESWD and CDOT switches to collect Itemized/Bulk Billing/ CDRs.

a. Do we have to do separate TEC certification specific to each switch?

b. Does your proposed architecture of CDR billing assume that solution like MTEs are already in place?

c. Or does it assume that billing/ mediation vendor will take care of installing it?

Ans: The details will be given in the tender document (RFP).

Q 11: Regarding plant management, do you mean service provisioning with workflow and management of MDF, DP and time slots and doing inventory management of subscribers vis-à-vis resources allocated to them?

Ans: Plant management may contain all these features.

Q 12: By having just 6 sites across India, will call for very high-end servers, databases, robust applications, networking and extremely high-end mediation etc. This would be huge infrastructure in itself with a very high lead-time in deployment.

Ans: The comment is noted.

Q 13: How many years and in what phases do you expect this infrastructure to be rolled out? Are there any guidelines or any TEC specifications laid out for these? If yes, then we will like to know these references.

Ans: The details will be given in the tender document (RFP).

Q 14: High-end applications like Fraud management, customer care, datawarehouse etc. are normally stand-alone, full-fledged, independent solutions in themselves? Is there any specific reason to club them with billing solution? Because today's technology and solution architecture call for modular approach so that your systems can scale up with growing

Ans: Suggestion is appreciated.

Q 15: How do you propose to roll-out various value-added services in future – as this will have direct impact on the billing solution?

Ans: Details will be given in the tender specifications (RFP).

Q 16: Last year along with other leading vendors like Alcatel, HP, SunTec etc. we had participated in vendor meeting with TEC for a GR for CDR Billing and customer care solutions. Will the same GRs be used for requirement compliances?

Ans: Not necessarily.

Q 17: Adopting our approach will help control revenue losses due to any point of failure in your proposed architecture for the billing infrastructure.

Ans: Suggestion is appreciated.

D. Hewlett Packard India Pvt. Ltd. (Registration No. 156)

Q 1: What are the applications, which are a priority for deployment in Phase I from the 20 applications listed in Sec 3.0?

Ans: This information shall be given in the tender specifications (RFP).

Q 2: On disaster recovery – What if the 2 sites have 2 different billing solutions and other applications, how is the DR plan to be deployed. Or will there be a single billing application and others across the centers.

Ans: There will be same solution at both the centers.

E. Oracle India Pvt. Ltd. (Registration No.234)

Q 1: In the Pre-bid meet, you mentioned all modules may not be bought together – Can you please specify the order of priority?

Ans: Details will be given in the tender specifications (RFP).

Q 2: As you mentioned that competition is driving this project – we then expect that you would have some deadline to roll out this project. What is the date?

Ans: Exact schedule will be enumerated in the tender specifications (RFP).

Q 3: On the ASP model you mentioned that this may be adopted only for a quick rollout of interconnect billing, but in the final you would like to own the infrastructure. Please clarify.

Ans: Please refer EOI guideline document clause 1.0 (ii). Details will be given in the tender specifications (RFP).

Q 4: On the financial system you mentioned that AR & AP (with buss. Intelligence) are the prime requirement. Do we understand that you need an ERP system? In this case would you be interested in Automating procurement, inventory order MGT as well?

Ans: Details will be given in the tender specifications (RFP). EOI guideline document does not talk about ERP system.

Q 5: We strongly believe that no billing system can be a substitute for CRM, whatever the billing vendors may say. We would urge you to have a separate CRM system with a separate CRM database which then you can also leverage for sales & Marketing and not Just customer care.

Ans: Suggestion is appreciated.

F. Infoztech Software Ltd., (Registration No. 82)

Q 1: For the ASP module, as you mentioned is a immediate requirement, will it be part of the tendering process or separate tender will be floated?

Ans: As mentioned in clause 1.0 of EOI guideline document, BSNL reserves the right to call for RFP for any or all of the packages mentioned therein on ownership basis or on agency basis.

G. ITI Limited (Registration No.139)

Q 1: Is it mandatory to go for six zonal billing centers or a different solution can be submitted?

Ans: Compliance to the condition of six zonal billing centers is necessary. Alternate solutions are also welcome. However, BSNL reserves the right to modify the number of billing centers at any stage.

Q 2: How do you propose to carry out bulk meter reading system as well as CDR based billing system – because in meter reading system, the tapes/spools need to be transported to the six zones billing center which are spread apart physically?

Ans: This aspect is clearly mentioned under EOI guideline document Clause 4.0.

Q 3: If all the 17 modules in paragraph 3.0 you have, will cover in one tender by BSNL?

Ans: This will be mentioned in the tender document (RFP).

Q 4: Please elaborate your plans to go for ASP model. What is the time frame of implementation of ASP model?

Ans: Detailed plan and time frame will be mentioned in the tender document (RFP).

Q 5: The volume of CDRs you have stated is for fixed lines. With convergent billing, when you cover wireline, VOIP & with other subscribers, whether the volume of CDR will change?

Ans: Volume of the CDRs will definitely change. Number of CDRs mentioned in EOI guideline document is an indicative figure to judge the scalability of a software component.

Q 6: Do you require a call center to be set up in each zone? Please elaborate the role of call centers and the Data Bases to be integrated with these call centers.

Ans: Setting up of call center does not form the part of proposed work. However, call center module indicates database and application readiness to provide snapshot interface to the call agents by just extending the connectivity to the billing center.

Q 7: Would you elaborate the make, model and version number of exchanges to be covered under CDR based billing?

Ans: Details will be given in the tender specifications (RFP).

Q 8: Please clarify if you consider for Real Time Billing?

Ans: Billing solution should support Real Time billing. However, details will be given in the tender specifications (RFP).

Q 9: Please elaborate on the decision support system and business intelligence module?

Ans: Details will be given in the tender document (RFP).

H. T C I L (Registration No. 126)

Q 1: GSM billing is under implementation in BSNL in 4 zones. Will it remain or it is to be taken care in the new converging – billing system?

Ans: New convergent billing system should also support GSM billing system.

Q 2: Eligibility criterion is to meet by the prime company of the consortium or all the partners put together?

Ans: As clarified elsewhere in this document.

Q 3: In EOI while specifying products, two alternatives can be defined, one high end and the other not so high (low end) which will have cost implications.

Ans: Suggestion is appreciated.

Q 4: EOI document was downloaded from website consisting of 4 pages. Are there any separate guidelines because the link returns to the main page?

Ans: There are no other separate guidelines except under the heading of “Invitation for ‘Expression of Interest’”.

J. Siemens Information System Ltd. (Registration No. 281)

Q 1: Do BSNL require complete e-commerce interface along with self-care/web care? If so, do vendor required to provide secure payment gateway?

Ans: Details will be given along with tender document (RFP), if required.

Q 2: Guidelines to fill up EOI is not available on the site mentioned. Can BSNL please provide the same?

Ans: There is no separate guideline for filling up EOI.

K. Ericsson India Limited (Registration No.109)

Q 1: What will be the volume of interconnect CDR's per day out of 60 millions CDRs ?

Ans: Details will be given in the tender specifications (RFP).

Q 2: Does the interconnect solution be ITU-T compliant or whether BSNL plans to have an international gateway of their own?

Ans: Details will be given in the tender specifications (RFP).

Q 3: Is the mediation device suppose to collect IPDR's from BSNL IP network?

Ans: Details will be given in the tender specifications (RFP).

L. SAS INDIA (Registration No.173)

Q 1: Kindly specify the scope of the following software modules: (In terms of functionality)

- (a) Decision support system
- (b) Business Intelligence
- (c) Fraud management

Ans. Details will be given in the tender specifications (RFP).

Q2 Is formation of Data ware house a part of the scope of the project ?

Ans: Details will be given in the tender specifications (RFP).

Q.3: The Eligibility criteria to be met by all the consortium vendors or any one or the one who is leading the consortium?

Ans. Kindly refer the General Clarifications clauses.

Q 4 Can the consortiments (members) change after the initial EOI, depending on the final tender specs?

Ans: Yes, the members of the consortium (other than the lead bidder) can be changed provided that they meet the eligibility criteria and other requirements of EOI document as clarified in the General Clarifications clauses. If the new consortium member does not meet the requisite eligibility criteria and other requirements, the bid will be rejected.

Q 5: Functionality required for decision support system, Business Intelligence Module, Fraud management. Also specify the Data source and the number of users?

Ans Details will be given in the tender document (RFP).

Q 6: Details of existing Hardware and SAN with which connectivity of Data warehouse is sought?

Ans: Details will be given in the tender document (RFP), if required.

Q 7: Specify if online fraud detection or fraud analysis is required?

Ans: Details will be given in the tender specifications (RFP).

Q 8: Are you looking for a seam less Data warehousing and Business Intelligence) software or a heterogeneous combination. Kindly specify?

Ans: Details will be given in the tender document (RFP).

M. CINCOM SYSTEM INDIA (P) LTD. (Registration No.320)

Q 1: When talking in terms of corriens what will be the case of eligibility criteria. Is all the vendors jointly fulfill the criteria or the prime vendors only should fulfill it?

Ans: As clarified elsewhere in this document.

N. HCL Perot System Limited. (Registration No.148)

Q1: Does BSNL require service provisioning and network provisioning along with subscriber provisioning?

Ans: Details will be given in the tender specifications (RFP).

Q 2: How will be the deployment of manpower planned at the stage of EOI? The manpower deployment needs the detailed requirement specification, quantification of the hardware and software in correspondence with the existing network infrastructure and subscriber base?

Ans: The requirement is regarding the implementation methodology of the project with broad technical details with approximate timelines and manpower deployment to help BSNL assess the technical and managerial capability of the bidders to tackle a large project of this size.

Q 3: Is the deployment of manpower going to be phase-wise?

Ans: Yes.

Q 4: What are the capacities of exchanges, no. of lines, no. of CDRs/hour in order to decide the required infrastructure at various sites.

Ans: Details will be given in the tender specifications (RFP).

Q 5: Kindly provide us the capacities (number of subscribers connected) of the various switches, the various slab for capacity, the no. of exchanges in each capacity slab in BSNL network.

Ans: Details will be given in the tender specifications (RFP).

Q 6: Please provide us the buffer capacity for storing CDR's and format of CDR in C-DOT/Non C-DOT exchanges existing in BSNL network (For defining CDR collection Schedule).

Ans: Details will be given in the tender specifications (RFP).

Q 7: Kindly provide us the Network layout of the existing infrastructure.

Ans: Necessary details will be given in the tender specifications (RFP).

Q 8: Is it mandatory to have direct connectivity between SDCA and Zonal office? Or is it provisioned to connect the SDCA (less than 1000 subscriber) to a nearby SDCA with more than 1000 subscriber? Can this SDCA with more than 1000 subscribers be connected to SSA, which in turn can be connected to Zonal office?

Ans: Necessary details will be given in the tender specifications (RFP).

Q 9: How many meter based (Non-CDR) billing information switches exist in BSNL network?

Ans: Details will be given in the tender specifications (RFP).

Q 10: Is it desired to settle Inter carrier CDR at Zonal level?

Ans: Details will be given in the tender specifications (RFP).

Q11: How does BSNL envisage provision of circuits in switches, which have only one administrative port available locally?

Ans: Details will be given in the tender specifications (RFP).

Q 12: How is the distribution of Access points including the Customer care Centers planned by BSNL in the proposed intranet requirement?

Ans: Details will be given in the tender specifications (RFP).

Q 13: What are the types of fraud, BSNL is planning to cover under fraud management system?

Ans: Details will be given in the tender specifications (RFP).

Q 14: BSNL has the existing infrastructure, which caters to the present requirement. To offer an optimized solution, it is desired to have the inventory details of existing infrastructure like printing subsystem, IVRS, data converters, desktops, switches, etc. Please provide the infrastructure details.

Ans: Details will be given in the tender specifications (RFP).

Q 15: For selection of appropriate mediation system, it is desired to know the different switch make and model details existing in the BSNL network.

Ans: Details will be given in the tender specifications (RFP).

Q 16: What is the desired level and SLAs for Disaster Recovery?

Ans: Details will be given in the tender specifications (RFP).

Q 17: What is the existing NMS?

Ans: The question is not relevant at this stage.

Q 18: What are the possible interfaces/data protocols required to collect CDRs from exchanges?

Ans: Details will be given in the tender specifications (RFP).

Q 19: What is the scope of Decision support system and Business Intelligence Module?

Ans: Details will be given in the tender specifications (RFP).

Q 20: Is there any LAN setup existing/required at Exchange Level ?

Ans: Details will be given in the tender specifications (RFP).

P. Mahindra-British Telecom Ltd. (Registration No.79)

Q 1: Is the exact consortium with all the parties to be provided to BSNL at the EOI stage?

Ans: Yes. Please also refer to the General Clarifications at the beginning of this document.

Q 2: Should the software component vendor and product name be mentioned in the EOI document? Can different products be specified for the same software component?

Ans: Yes, names of specific products and vendors have to be mentioned in the EOI document. Different products can be specified at the EOI stage.

Q 3: Does BSNL expect at this moment (during the EOI submission) a legal agreement between the consortium members? If yes, does it mean a legal Agreement between the leading company and different product vendors individually (Bi-lateral Agreement) OR a legal agreement between all the parties of the Consortium (Multi-lateral)?

Ans: Please see General Clarifications at the beginning of the document.

Q 4: Can the suggested consortium change depending on the requirements specified in the tendering phase?

Ans: Yes. Please also see General Clarifications.

Q 5: What are the approximate timelines for the tendering process?

Ans: Details will be given in the tender specifications (RFP).

Q 6: Are the contact details for customers/three implementations mandatory?

Ans: Yes as per clause 7.0 (a) (v).

Q 7: Are Performance Certificates essential?

Ans: Yes as per clause 7.0 (a) (vii).

Q 8: Typically, Interconnect call volumes are lower to begin with, but grow rapidly, and can exceed the retails call volumes, hence necessitating a highly scalable solution. What interconnect call volumes are expected by BSNL from year 1 to year 5?

Ans: Details will be given in the tender specifications (RFP).

Q 9: Which option would be preferred for Outsourcing: Charge per Bill, Transaction based, CDR based ?

Ans: Details will be given in the tender specifications (RFP).

Q 10: What volume of IP traffic is expected?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 11: How many CDR/subscriber/day is expected (though they mentioned 10 calls/sub/day, they suggested, we could ask writer questions).

Ans: Details will be given in the tender specifications (RFP).

Q. Suntec Business Solutions (Registration No.52)

Q 1: The eligibility criteria of Annual Turnover Rs. 25 crores by the bidder for the last 3 years should be a combined turnover of all consortium members to ensure the ability of the consortium to handle such large project is established. Please confirm?

Ans: Annual turnover criterion is for the lead company of the consortium (the bidder).

Q 2: BSNL will require pre-paid services through calling cards and other Pre-paid services it may launch. Please confirm. If Pre-paid solution is sought?

Ans: Details will be given in the tender specifications (RFP).

Q 3: Printing subsystem – Can vendors recommend hardware other than that specified in the TEC GR?

Ans: Details will be given in the tender specifications (RFP).

R. Infosys (Registration No. 357)

a. Questions Related to Bidding Process

Q 1: Is the consortium formed for EOI sacrosanct or can it be modified after the short-listing for RFP?

Ans: Yes, the members of the consortium (other than the lead partner) can be changed provided that they meet the eligibility criteria and other requirements of EOI document as clarified in the General Clarifications clauses. If the new consortium member does not meet the eligibility criteria and other requirements, the bid will be rejected.

Q 2: Can the same vendor be part of more than one consortium?

Ans: Yes.

Q 3: Is it mandatory that the company leading the consortium has hands on experience on CDR based billing implementation or will it suffice if other consortium partners have that experience?

Ans: Yes, as per Clause 5.0 (3).

Q 4: When the process of EOI would be completed?

Ans: Possibly by September, 2002.

Q 5: What is the criterion for short-listing of the vendors for 2nd stage of issue of RFP?

Ans: RFP shall be issued to the bidders shortlisted as per Clause 6.0 of EOI guideline document.

Q 6: On what date the short-listed vendors will be informed about their selection?

Ans: After the EOI exercise is complete.

Q 7: On which date the short-listed vendors will be issued RFP?

Ans: Not yet decided.

Q 8: What is the estimate of time frame to reply to RFP?

Ans: Details will be given in the tender specifications (RFP).

Q 9: What is the tentative date for completion of entire tender process and selection of the vendor for the project?

Ans: Cannot be specified at this stage.

Q 10: What will be the criterion followed for selection of the vendor?

Ans: Strictly as per the EOI guideline document as far as the EOI stage is concerned.

Q 11: Will there be any weight age for the technical proposal based on its merits? If so, what will be that weight age? And how will that be co-related with the pricing?

Ans: During tendering process, there will be two stage bidding i.e. Technical-commercial bid and financial bid. Financial bid will be considered for only those who will qualify the technical-commercial bid.

Q 12: What is the tentative time frame & budget for the completion of the complete project?

Ans: Not yet decided.

Q 13: Will a single vendor be chosen for all 6 billing zones? If not, how the distribution of different zones be done among the qualified vendors?

Ans: Details will be given in the tender specifications (RFP).

Q 14: Can the EOI response be submitted by e-mail?

Ans: No, but soft copy shall have to be submitted to facilitate compilation.

b. Questions Related to BSNL Infrastructure environment

Q 15: What are the numbers and different types of Switches at BSNL? Please give the break-up of switches and their compliance to CDR based billing?

Ans: Details will be given in the tender specifications (RFP).

Q 16: How many billing centers are at present?

Ans: Around 331 billing centers.

Q 17: What is the current process of billing for both meter based and CDR based?

Ans: There is meter based billing only.

Q 18: What is the frequency of generation of bills?

Ans: The billing cycles followed presently are: fortnightly, monthly and bi-monthly.

Q 19: Is there multiple billing cycles? If so, how many? How much time on average it takes for bill printing?

Ans: Yes. The number varies from one per month per SSA to about four. Bill printing takes about 2-6 days in an SSA at present.

Q 20: For present CDR based billing, how many months of data is currently available on line?

Ans: There is no CDR based billing at present.

Q 21: For present CDR based billing, how many months / years data is archived which can be retrieved on demand?

Ans: There is no CDR based billing at present.

Q 22: In the present billing, is the detailed call records given to the subscriber for local, STD as well as ISD calls?

Ans: Only STD/ISD call details are furnished.

Q 23: Is the present CDR based billing online or real-time?

Ans: There is no CDR based billing at present.

Q 24: How many Data Warehouse are presently available? Is the data warehouse centralized or decentralized?

Ans: There is no data warehouse available at present.

Q 25: Please confirm that after the implementation of the solution for CDR based reading, the bill printing and dispatch responsibility will be of BSNL?

Ans: Details will be given in the tender specifications (RFP). Also see Clause 1.0 (ii) of the EOI guideline document dated June 25, 2002.

Q 26: Which are the six central billing zones identified by BSNL?

Ans: Details will be given in the tender specifications (RFP).

Q 27: Is the basic as well as the specific data center infrastructure available at the six identified zones? If not, who will have the responsibility of setting up the infrastructure and when would the infrastructure be available for installation & commissioning of CDR based billing solution?

Ans: Details will be given in the tender specifications (RFP).

Q 28: What different mediation systems are present with BSNL?

Ans: For billing there is no mediation system available in most of the network at present.

Q 29: Who does the validation of inter-connect billing and how is this done?

Ans: There is no CDR based inter connect billing system for land lines at present. Details will be given in the tender specifications (RFP).

Q 30: What is the present interconnect billing system?

Ans: Currently the interconnect billing is MCU based.

Q 31: How often the inter-connect settlement done?

Ans: Monthly basis.

Q 32: Is there any IVR application available at present? If yes, what are these and what is the hardware set up?

Ans: Yes, a number of IVR applications are in use in BSNL's network at present. Details will be given in the tender specifications (RFP), if required.

Q 33: Is there any complaint handling system? If yes, is it integrated with call center and billing system?

Ans: Yes. At some places it is integrated with the billing system.

Q 34: What are the different switch manuals available and are these current?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 35: Are there any Service Level Agreements (SLA's) between applications, or between applications and end users?

Ans: Not yet introduced.

Q 36: What is the present fraud management system?

Ans: This detail cannot be given at this stage.

Q 37: What is the estimate of revenue leakage due to meter-based billing?

Ans: This detail cannot be given at this stage.

Q 38: What is the Current size of the database at different billing centers? What is the growth pattern of the database size based on the user/ transaction growth patterns?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 39: Is the data stored on a dedicated hardware system (E.g. SAN)

Ans: Details will be given in the tender specifications (RFP).

Q 40: Is the database clustered? If yes then in which mode, Active-Passive or Active-Active?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 41: How and where is the database data backed up, and the time interval after which the backup takes place?

Ans: Details will be given in the tender specifications (RFP), if required.

42: Whether the backup is taken on-site or off-site? If off-site, what is the mechanism and the bandwidth of the WAN link?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP), if required.

c. Questions related to requirements of BSNL

Q 42: Is the existing applications of provisioning, inter-connect billing and CDR based billing documentation current? Will the expertise in this application be available for project execution?

Ans: No such CDR based solutions are available at present.

Q 43: What are the detailed technical requirements in terms of response time, availability rate, transaction volume, throughput, etc from the overall solution?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP), if required.

Q 44: What are the Billing system application modules supposed to be accessed via Intranet?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 45: What exactly is the requirement of Plant Management System? Please give the specific details.

Ans: Details will be given in the tender specifications (RFP), if required.

Q 46: Please elaborate the requirement of DSS and Business intelligence module? What would be the duration of the database (number of months of billing data) on which DSS module is supposed to work?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 47: How many months of data will be available online? How many months of data will be archived in Data Warehouse?

Ans: The tentative details are available in clause 4.0 of the EOI guideline document.

Q 48: Will the prime vendor be responsible for procurement of complete hardware for the new infrastructure?

Ans: Yes.

Q 49: How many call centers will be hooked on to the new system concurrently?

Ans: Details will be given in the tender specifications (RFP).

Q 50: Who will be responsible for setting up of the call centers?

Ans: Clarified elsewhere in this document.

Q 51: Who will be responsible for the connectivity between the exchanges and the centralized billing centers?

Ans: The transmission links will be provided by the BSNL but network with adequate redundancy has to be built by the system integrator/solution provider.

Q 52: Will the billing centers be inter-linked? If yes, who would be responsible for the interconnectivity and the associated security infrastructure?

Ans: Yes, definite role about coverage of the network segment will be specified in the detailed tender document (RFP).

Q 53: What is the level of disaster recovery required? Is this only limited to provisioning of rating at DR site?

Ans: Disaster recovery strategy has to be spelt by different vendors as per Clause 7.0 (a) (xi) of EOI guidelines document. Final details will be given in the tender specifications (RFP).

Q 54: What are the existing hardware software resources deployed at BSNL related to inter-connect and billing system?

Ans: The list is quite exhaustive in case of billing system. Hence, it cannot be provided at this stage. Details will be given in the tender specifications (RFP).

Q 55: What facilities are proposed for the subscriber through the Web-self care module?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP), if required.

d. Questions Related to Sizing

Q 56: What are the Services currently supported (e.g GSM, PSTN, Data, IP, ADSL, Utilities, Cable TV, Other) as a part of this RFP?

Ans: Please refer answer to question no. 55.

Q 57: What are the future services to be launched within time line of the project?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 58: Is there any preferred EAI connectors planned (eg. Webmethods, Vitria, Tibco)?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 59: What are the phases involved in the delivery of the total solution? Are priorities being given to any components required for selection and implementation?

Ans: Details will be given in the tender specifications (RFP).

Q 60: What are the No. of CDR's to be processed for International Interconnect, no of CDR's to be processed for domestic Interconnect?

Ans: Details will be given in the tender specifications (RFP).

Q 61: Please provide the following information

Service Type	No of subs in year 1 and year planned expansion	No of CDR's/EDR's per subscriber per month
PSTN (Corporate)		
PSTN (Residential)		
IP Access (Corporate)		
IP Access (Residential)		
ADSL (Residential)		
ADSL (Corporate)		
International Leased Lines		
Domestic leased lines		
IP Leased Lines		
IP VPN Services		
X.25, X.28		
X.400		
VoIP via PSTN access		
VoIP via Data Access (Corporate)		
VoIP via Data Access (Residential)		
Content		
IDC		
ASP		
GPRS		
Telex		
Value Added Fax / Fax Broadcast		
Calling Card Services		
IDD - Indirect Access		
Cable TV		
Interactive/ Web TV		
Wholesale Services (note number of Wholesale partners and number of CDR's processed, wholsale services)		
Other Services, please specify.		

Ans: Please refer answer to question no. 55.

Q 62: Please List "Type" and number of subscribers by lines/services, accounts held, CDR volumes / day per line ("Customer type" = Corporate, Residential)

Ans: Please refer answer to question no. 55.

Q 63: What is the average number of lines/services per account "Type"?

Ans: Please refer answer to question no. 55.

Q 64: What is the average number of products per account?

Ans: Please refer answer to question no. 55.

Q 65: What is the number of events sources?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 66: What is the average number of transactions per line?

Ans: Details will be given in the tender specifications (RFP).

Q 67: What is the peak number of transactions per account per hour – please split figure by retail customers and interconnect partners.

Ans: Please refer answer to question no. 55.

Q 68: How big is the largest interconnect account in terms of CDR processed? (Likely to be a domestic Interconnect partner)

Ans: Please refer answer to question no. 55.

Q 69: How big is the largest retail account in terms of CDR's processed?

Ans: Please refer answer to question no. 55.

Q 70: What is the average transactions per event (i.e any multi party or interconnect billing required, where billing system rates a single event several times? Or will mediation provide separate files for each type of transaction – hence no need for billing to do any further processing?

Ans: There is virtually no existing mediation system and this can form one of the requirements of mediation system. Please also refer answer to question no. 55.

Q 71: Itemized billing: How many accounts will require itemized billing?

Ans: Please refer answer to question no. 55.

Q 72: What is the average bill period?

Ans: Details will be given in the tender specifications (RFP).

Q 73: What is the number of copy bills generated per account e.g. 5% of corporate?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 74: What is the average size of bill image (PDF or any other format)?

Ans: Details will be given in the tender specifications (RFP).

Q 75: What is the data retention period (billed CDR's)?

Ans: Details will be given in the tender specifications (RFP).

Q 76: What is the Bill images online retention period?

Ans: See answer to question no. 75.

Q 77: What is the ideal length of time for a given billing run?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 78: What is the Number of billing cycles at present, and future? Is CUSTOMER prepared to have several billing cycles?

Ans: Details will be given in the tender specifications (RFP).

Q 79: What is the ideal length of time for a given rating process to run?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 80: Please provide the following information:

Item No	Question	Remarks
1	Requirement for multi-currency	
2	Requirement for thresholds and actions	
3	Requirement for marginal discounts	
4	Requirement for billing hierarchy's	
5	Requirement for Product Packages	
6	Requirement for donated discounts	
7	Requirement for detailed revenue analysis	
8	Requirement for volume product discounts	
9	Requirement for Budget center discounts	
10	Length of record (CDR ...)	

Ans: Please refer answer to question no. 55.

S. Sema Pte Limited (Registration No. 228)

a. Clarifications Required For EOI Submission

Q 1: Assignment involves deployment of Centralized Integrated Billing systems". Do we consider each Zone as individual centralized billing system? This means whether there are six physical locations where the centralized billing system would be installed or does it mean all the systems would be implemented at a single location but catering to a specified Zone.

Ans: Yes, there will be six physical locations where instances of software will be running for individual zone, with three pairs of two zones each for disaster recovery purposes.

Q 2: It is mentioned that the expected subscriber base is 60 million. Assuming six zones, the expected growth is 10 million average. It is also mentioned that the expected peak load is approximately 6 million. BSNL to clarify whether this peak load is for the five year contract period or is it the existing peak load which might increase proportionately? In the later case the Billing system should have a capacity to handle more than 10 Million subscribers to meet the peak requirement.

Ans: 6 million customers per billing center is the existing average load, which may grow upto 10 million in five years period.

Q 3: What does "so on and so forth" means in page 2? Are they industry accepted standard modules of a Billing system or BSNL has specific requirement? If specific then we need to have exhaustive list from BSNL?

Ans: 'So on and so forth' term will bridge the probable void created because of missing essential links in the form of software modules, which can be specified in detailed tender document. Industry standard billing system may be acceptable if it meets the specified requirements mentioned in the final tender document.

Q 4: System dimensioning - Does the vendor need to specify a plan for upgradation with timelines or is it enough if the system demonstrates a flexibility to upgrade?

Ans: Vendors need to specify plan for upgradation with timelines. However, details will be given in the tender specifications (RFP).

Q 5: How many types of Switches and their make need to be interfaced with the Mediation Device? (Can the meter reading data be transmitted over TCP/IP?)

Ans: Details will be given in the tender specifications (RFP).

Q 6: Can the vendor suggest an improved Disaster Recovery plan or stick to the DR plan suggested in the invitation? Does the vendor need to demonstrate its DR capabilities?

Ans: Clause 7.0 (a) (xi) of EOI guideline document asks for the bidder's intended approach on disaster recovery.

Q 7: What is the range of multiple telecom technologies mentioned in the clause 5.4 (capability)? What are the multiple technologies that BSNL is looking at? Does it pertain to wireline billing and related technologies only or general convergent technologies beyond wireline capabilities?

Ans: The present wireline telecom switching technologies in operation are EWSD, OCB, E-10B, C-DOT, 5ESS, AXE-10, etc. BSNL is looking for convergent billing covering all these technologies as well as wireless (WLL) and cellular, etc.

Q 8: "Interconnect billing system is proposed at the respective zonal billing center, which will cater to the entire BSNL's network" - Can BSNL confirm that the entire network referred here is the network within a Zone for which the Interconnect belongs? Or it should be capable of catering to the whole of BSNL's network irrespective of its installation.

Ans: The 'entire' network mentioned with regard to inter-connect billing system for a zonal billing center in the EOI guideline document is the network within a zone.

Q 9: "The solution should explicitly provide for the optimal utilization of existing hardware" - What is the final selection criteria on this requirement? Is it a stand alone criteria which means each vendor will be rated individually on x percentage, let us say 20% of total, for this criteria or the vendors would be rated on 100% for this criteria and then shortlist for further screening?

Ans: Details will be given in the tender specifications (RFP).

Q 10: What is the criteria of selection of Bidders after EOI, i.e., the next stage?

Ans: Details will be given in the tender specifications (RFP).

b. Clarifications Required For Solution Architecture & Effort Estimation

Q 11: Is it necessary for the implementation team to visit the switches to enable the retrieval of meter readings and CDR's or can this be done remotely? If the switches have to be visited? Which percentage?

Ans: The vendor has to assess the exact requirement.

Q 12: How are the readings and CDR's retrieved from the switches on this moment?

Ans: Different methods are followed.

Q 13: What is the billing periodicity envisioned? Monthly, bi-monthly etc?

Ans: Billing cycle is envisaged to be flexible.

Q 14: What periodicity is needed to retrieve the information from the switches and the meters? Daily, hourly, weekly?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given along with tender document (RFP).

Q 15: What is the meaning of "convergent" in BSNL mind? Is it wireline/wireless convergence? Or something else?

Ans: The convergence of all the wireline and wireless services etc.

Q 16: Is the tender allowed to partition the 33 millions subscribers database with its own rules?

Ans: Details will be given along with tender document (RFP), if required.

Q 17: What does Disaster recovery cover?

- Business continuity with data loss accepted?
- Business continuity with no data loss?
- Business continuity with limited downtime?

Ans: Business continuity with no data loss. However, the bidder has to give his intended approach on disaster recovery.

Q 18: What are current hardware and software used by BSNL?

Ans: Details will be given in the tender specifications (RFP).

Q 19: What is the average/peak call numbers experienced by BSNL?

Ans: Details will be given in the tender specifications (RFP)..

Q 20: What is the affordable delay after CDR submission, BSNL is expecting?

Ans: Details will be given in the tender specifications (RFP)..

c. Other Requirements

Q 21: Does the Primary Entity in the consortium have to be an Indian Company?

Ans: Company should be registered/incorporated in India.

Q 22: Does the Primary Entity have to be ISO 9001 certified? Or can one of the members of the Consortium be ISO 9001 certified?

Ans: ISO 9001 accreditation/SEI-CMM Level 4 certificate is necessary for primary (lead) entity.

T. SUN MICROSYSTEMS INDIA PVT Limited (Regn. No. 315)

Q 1: Identical set up at all six locations - Would all the six billing centers have identical set of applications or could they differ from center to center? Could the applications run on same platform or could that also differ.

Ans: In all probability there will be identical set up, though hardware platforms may differ from zone to zone. Details will be given in the tender specifications (RFP).

Q 2: Kindly share the user distribution across the six centers and the future anticipated growth across each of them. This is required for sizing and dimensioning of Systems and Applications

Ans: The present subscriber base of about 33 million subscribers will be distributed over six zonal billing centers with future provision for upgradation upto 60 million subscribers over a period of five years. However, this question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP).

Q 3: Kindly share the roadmap of additional services that will be launched by BSNL thru this network.

Ans: Details will be given in the tender specifications (RFP).

Q 4: Would BSNL like to do a customized test benchmark for BSNL with shortlisted applications at International benchmarking centers?

Ans: A certificate to this effect would be required from an independent benchmarking center of repute as per the requirement specified in Clause 7.0 (a) (ix).

Q 5: Would BSNL like to do a site visit at customer locations with similar size and complexity for the chosen applications.

Ans: May be considered.

Q 6: Would the DR sites have exact replications of the production site - or would it be a scaled down version?

Ans: Clause 4.0 of EOI guideline document clearly specifies "six billing center will form three pair and in each pair one billing center will act as a disaster recovery center for the other". However, as per clause 7.0 (a) (xi) of EOI guideline document, intended approach on disaster recovery has to be clearly spelt out.

Q 7: To build the ideal system configuration with high reliability BSNL would need to specify the detailed specifications of the infrastructure e.g. Servers, Storage, Networking Components etc.

Ans: Details will be given in the tender specifications (RFP).

Q 8: It is assumed that CDR's would be available at the billing locations in an automated fashion. Wherever it is not automated please specify the mode of availability of CDR data at the billing location.

Ans: Collection will be either through a leased-line based TCP/IP network or through dial up connection.

Q 9: To create the ideal consortium BSNL would need to share the list of SI's selected for presentations so that infrastructure providers could identify synergies.

Ans: No comments.

Q 10: Would BSNL expect all members of consortium to be ISO or SEI level 4 certification? Would an equivalence of international recognized quality frameworks like Six Sigma be accepted - and would be a criteria for selection or rejection of vendors?

Ans: As clarified elsewhere in this document. Higher accreditation will always be acceptable.

Q 11: Would BSNL prefer to have an installed base of chosen application in India or could it be anywhere in the world?

Ans: Anywhere.

Q 12: Could BSNL share the names of companies shortlisted for the final presentations?

Ans: No comments.

Q 13: Is it necessary for organizations forming the Consortium to be backed by Professional Services Division in the country to be able to support and implement the installation?

Ans: Yes.

Q 14: Should the SI have a formal long lasting tie up with the key component providers or could they form an agreement of convenience for this specific tender?

Ans: Formal long lasting tie-up is preferred.

Q 15: Will the agreement be drawn up only with the SI or will it be a multiple signatory contract involving all the concerned parties of the consortium

Ans: Details about the final agreement with BSNL will be given in the tender specifications (RFP).

Q 16: Will a company with an annual turnover of 25 crores each year have the capability to execute a project of this stature - suggestion is that the company should have a turnover at least 5 times that of their bid value.

Ans: Suggestion is noted.

U. Electronic corporation of India Ltd. (Regn. No.173/ 195/280)

Q 1: Can the requirement of Rs. 15 crores turnover per annum for the last three years from the software development and implementation is the total value of all the consortium partners added together or the turnover of the leading company only among the consortium partners? Please clarify?

Ans: Annual turnover criterion for the software development and implementation is for the lead company of the consortium.

Q 2: How the CDR from BSNL network is transferred to proposed billing centres. Please explain?

Ans: At present CDR based billing is not introduced any where.

Q 3: Will BSNL provide the network scheme for whole country covering proposed billing centers mentioned in EOI?

Ans: Details will be given in the tender specifications (RFP).

Q 4: Will BSNL provide the connectivity plan from proposed billing centers to SSAs/SDCAs?

Ans: Details will be given in the tender specifications (RFP).

Q 5: Will BSNL provide the existing H/W, S/W and protocols supported details?

Ans: Details will be given in the tender specifications (RFP).

Q 6: Fraud Management system – please clarify whether these module covers only non real time frauds or real time frauds also?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 7: Disaster recovery – please comment whether these system works like Hot stand by or Hot stand by system is to be planned separately?

Ans: Intended approach on disaster recovery has been asked for from the bidders as per Clause 7.0 (a) (xi) of EOI guideline document.

Q 8: Please comment whether proposed billing centers are 6 (Six) or 3 (three) as per EOI?

Ans: Six.

Q 9: Whether the criteria mentioned in these clauses can be met by any of the consortium partners or by the leading company only among the consortium partners? Please clarify?

Ans: As clarified elsewhere in this document.

Q 10 ECIL is a Public Sector organisation. Are we also required to submit attested copies or just copies can be submitted?

Ans: Attested copies.

Q 11: Hope the organisation chart to be submitted belongs to that of the leading company only. Please clarify?

Ans: As clarified elsewhere in this document, for all the members of the consortium.

Q 12: Hope the details asked for in these clauses belong to any one of the consortium partners who are having the requisite experience in implementing the projects as needed in the EOI. Please clarify?

Ans: As clarified elsewhere in this document.

Q 13: Is there any restriction in the no. of consortium partners, if so what is that number?

Ans: No restriction.

V. HCL Infosystem Ltd., (Registration No. 169)

Q 1: Does BSNL plans to make procedures to manage telecom operations standard across all zones or will they be zone dependent?

Ans: Telecom operations under BSNL are same all over the country.

Q 2: Does BSNL plans to standardize the billing / marketing/ promotion plans across all the zones or they will be zone dependent?

Ans: This may be as per the local business and marketing requirement.

Q 3: As per our understanding, BSNL plans to move from present 300 (approx.) billing locations to six zonal billing locations. Will BSNL share the plan for this with the vendor in RFP or vendor has to propose its own plan for same.

Ans: Details will be given in the tender specifications (RFP).

Q 4: In case, if because of the technology obsolescence of certain switches being used by BSNL, mediation solution do not have interfaces to these switches, can vendor propose offline data transfer for such switches or is it mandatory to have automated /online data transfer.

Ans: It is mandatory to have online data transfer.

Q 5: Because of huge data transfer involved between Primary site and DR site, it is required to have 99.9 uptime of the link between two, will BSNL has plans to provide the same.

Ans: Leased lines will be provided by BSNL. Network has to be built by vendor with requisite network management system to ensure 99.99% uptime.

Q 6: Fraud Management will as per TEC guidelines or it will be vendor dependent.

Ans: Details will be given in the tender specifications (RFP), if required.

Q 7: Will BSNL verify the technical compliance of the vendor solution itself or it proposes to have it done from a third party.

Ans: Verification of the technical compliance of the vendor solution will be done as decided by BSNL.

Q 8: The solution proposed has to be benchmarked for 6 million subscribers or should it have a reference installation of 6 million subscribers.

Ans: Benchmarking is essential.

Q 9: Does BSNL proposes to have minimum year of operations in India, for ex: 20 years, to qualify for Long-term commitment in Indian Market.

Ans: The bidders should produce the evidence of *their* long term commitment to Indian market.

Q 10: The EOI document asks for minimum 25 crores turnover per annum, to be eligible for bidding. The total project is expected to be in the range of 700-800 crores, hence it is desirable that eligibility criterion of turnover should be atleast equivalent to project size or 1000 crores, which ever is less.

Ans: No comments.

Q 11: Since, this project will have a long gestation period between submission of EOI and RFP being released. Due to dynamic nature of the IT/Telecom Industry and the detailed requirement in RFP, shall System integrator be provided with flexibility of changing partners in the consortium, so as to provide BSNL with the best and latest technology solution?

Ans: As clarified elsewhere in this document.

W. Motorola (Registration No. 267/268)

Q 1: Can a vendor respond to a part of the requirement, say retail billing, but not respond to provide Interconnect billing?

Ans: Please see General Clarifications given at the beginning of the document.

Q2(a): The solution should expressly provide for optimal utilization of existing hardware and/or software resources deployed in BSNL as well. Please provide the information on current software and hardware deployed for billing in BSNL?

(b) Is there any analysis done on the existing billing setup of BSNL? Can we get the list of high priority issues to be addressed as seen by BSNL analysis?

Ans: (a) Details will be given in the tender specifications (RFP), if required.

(b) Details will be given in the tender specifications (RFP), if required.

Q3(a) Is this a requirement for a Centralized fraud management system - As per the document BSNL refers to 6 Zonal billing centers as well as a Central database / servers.

Ans: Centralized fraud management system is required on zonal basis.

(b) What volume of CDR's will be fed into the FMS for monitoring purposes. This will help in sizing the Hardware.

Ans: Details will be given in the tender specifications (RFP), if required.

(c) Will the FMS encompass only the wireline or will they also need to monitor Calling card frauds

Ans: Details will be given in the tender specifications (RFP), if required.

(d) Has BSNL experienced any fraud before. If so what type of fraud have they seen - Subscription, Call Selling, Internal Fraud, Clip on.

Ans: Details cannot be exchanged at this stage.

(e) Does BSNL have an SS7 based monitoring solution and who is the vendor - If not, we can provide SS7 information from our partners

Ans: Details will be given in the tender specifications (RFP).

(f) Is BSNL facing a problem of Subscribers trying to obtain new connections after having been disconnected before.

Ans: Yes.

(g) On the Interconnect front, what is the current settlement process that BSNL has with other operators.

Ans: Details will be given in the tender specifications (RFP).

(h) Does BSNL have a Fraud Management team and how many fraud analyst will be having access to the FMS - we need to understand the number of Database licenses that BSNL would need.

Ans: Details will be given in the tender specifications (RFP), if required.

(i) What are the major sources of fraud in current systems? What is the scope of Fraud Management for this EOI? Does BSNL already has Business Rules?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP), if required.

Q 4: Since each billing center will be disaster recovery center for its partner center, will entire data be duplicated at each site?

Ans: Yes. However, intended approach on disaster recovery has been asked from the bidders as per clause 7.0 (a) (xi) of EOI guideline document.

Q 5: Can the experience of its consortium members meet the requirements of this clause?

Ans: As clarified elsewhere in this document.

Q 6: Can the capability of its consortium members meet the requirements of this clause?

Ans: As clarified elsewhere in this document.

Q7(a) Can the consortium formed at the stage of EOI, be changed at the tendering stage?

Ans: As clarified elsewhere in this document.

(b) Where can we get information about the EXISTING Customer Care and Billing (CC&B) systems in use, from which conversion will be needed to the proposed solution

Ans: Details will be given in the tender specifications (RFP), if required.

(c) Are there any EXISTING systems that will remain that the proposed solution will have to be integrated with?

Ans: Details will be given in the tender specifications (RFP), if required.

(d) Is BSNL looking for ONE SINGLE centralized solution and DB for the 33M subscribers or can the solution consist on several (regional?) systems?

Ans: Six zonal billing centers are proposed for this purpose.

(e) Is there "Data Cleansing" data needed in this project? If so, is BSNL looking for the vendor to do it or will BSNL take care of it?

Ans: Details will be given in the tender specifications (RFP), if required.

X. SOTAS INDIA Pvt Ltd (Registration No. 145)

Q 1: List of customers is important to prove the capabilities of an organization but is it mandatory to give performance certificates?

Ans: Yes.

Q 2: Can the consortium as a group cater to the documentary requirements of the EOI or is it mandatory for the priming company to fulfill all the requirements?

Ans: As clarified elsewhere in this document.

Q 3: To which model Bureau or ASP model does BSNL give more preference?

Ans: Details will be given in the tender specifications (RFP).

Q 4: The EOI document says in clause 1.0 centralized integrated billing system whereas in the meeting it was said that BSNL may opt for more than one consortium for the whole tender. What is final plan of action?

Ans: Question is not clear.

Q 5: What happens if any company in future wants to leave the consortium, does BSNL have any guidelines on this matter?

Ans: As clarified elsewhere in this document.

Q 6: Can one organization be part of more than one consortium?

Ans: As clarified elsewhere in this document.

Y. Larsen & Toubro Infotech Limited (Regn. No.115)

Q 1: BSNL wishes to have a partially decentralized billing approach as per the EOI. How about provisioning, mediation and bill printing. Does this follow the same approach or a parent-child concept (where the mediation/provisioning needs to be implemented in a parent-child form. This architecture is basically a semi centralised-decentralised architecture.)

Ans: Refer clause 4.0 of the EOI guideline document.

Q 2: How many Concurrent users per billing center?

Ans: Details will be given in the tender specifications (RFP).

Q 3: Is interconnect based on a cascade model or direct settlement i.e settle with the Point of interconnect only or Least cost routing.

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP).

Q 4: What are the existing elements in the BSS/OSS that the new components have to integrate with?

Ans: Details will be given in the tender specifications (RFP).

Q 5: Can BSNL provide a list of the existing /available hardware to enable vendors factor in the same.

Ans: Details will be given in the tender specifications (RFP).

Q 6: Does customer care mean CRM along with Order processing and Customer Support Representative enquiries. What are the sub-sections under the customer care requirements?

Ans: This question pertains to the design or customization details of a specific software component. Details will be given in the tender specifications (RFP), if required.

Q 7: There is no specific mention of inventory management & number management. Are there any existing components that we need to integrate into or is it assumed to be part of the provisioning module.

Ans: Details will be given in the tender specifications (RFP), if required.

Q 8: Are there any specific ASP Charging models that BSNL envisages at this point in time.

Ans: Details will be given in the tender specifications (RFP), if required.

Q 9: Does meter reading include local & long-distance calls? Is this a monthly record?

Ans: Meter reading includes everything. The record duration depends on the frequency of the billing cycle.

Q 10: What is the implementation priority of the various software systems required by BSNL?

Ans: Details will be given in the tender specifications (RFP).

Q 11: Does the scope cover hardware upgrades, installation, other infrastructure upgrade?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 12: What is the time frame in which BSNL wants the systems to be implemented?

Ans: Details will be given in the tender specifications (RFP).

Q 13: What size call center is BSNL looking for?

Ans: Setting up of call center is not envisaged under the current EOI. However, call center interface module is to be provided.

Q 14: Would it be single location / multi location?

Ans: Please refer answer to question no. 13 above.

Q 15: Would the call center be Switch based or server based?

Ans: Please see answer to question 13 above.

Q 16: What kind of Fraud is BSNL planning to control?

Ans: Details will be given in the tender specifications (RFP).

Q 17: What kind of Directory Enquiry application is BSNL looking for?

Ans: Details will be given in the tender specifications (RFP).

Q 18: How many sites would the various software be implemented in?

Ans: Details will be given in the tender specifications (RFP).

Z. CMC & MCL (Registration Nos. 322 and 201 respectively)

Q 1: The consortium that is allowed – All members of the consortium need to be Indian company or it can have companies incorporated anywhere outside India?

Ans: The lead company of the consortium has to be incorporated and registered in India.

Q 2: You have expressed that you are phasing out the non CDR complaint switches. What is the likely time period of the phase out of switches of the non CDR Based switches ?

Ans: Details will be given in the tender specifications (RFP).

Q 3 During the phase out period does BSNL intend to outsource the entire work completely or part?

Ans: Both the solutions will be running concurrently till the latter completely takes over the previous one.

Q 4: During some part of your outsourcing, what do you expect the solution provider to have in terms of infrastructure investment. Will BSNL provide connectivity FREE, computers and other network equipments?

Ans: Details will be given in the tender specifications (RFP).

Q 5: What standard of printing system do you intend to have?

Ans: Details will be given in the tender specifications (RFP).

Q 6: Plant management system: Is this limited to inventory management of Telephone numbers, circuit IDs, TCP/IP address etc. Or is this a general inventory management of your hardware and other materials?

Ans: Details will be given in the tender specifications (RFP).

Q 7: Printing Sub System: Does BSNL intend to do in-house printing of customer bills?

Ans: Details will be given in the tender specifications (RFP).

Q 8 Following Network requirements mentioned in EOI -
(a) Country wide exclusive TCP/IP based intranet required for collection of CDRs and meter reading will cover most of the major exchanges having more than 1000 lines (around 6000 Exchanges).
(b) Remaining exchanges of lower capacity may be connected through dial-up network.
(c) Client connectivity up to SSA/SDCA level to the database/application server
Will this be setup by BSNL or is this part of the turnkey solution of this tender?

Ans: This will be the part of turnkey solution.

Q 9: Does BSNL have any preference on an operating system or hardware/system manufacturers?

Ans: Details will be given in the tender specifications (RFP).

Q 10 What is the BSNL expected time frame of implementation of this project?

Ans: Details will be given in the tender specifications (RFP).

Q 11: What are the modules or business functionality that is core requirement and what is the wish list that may not be required immediately? What is the priority of the software component items?

Ans: Details will be given in the tender specifications (RFP).

AA. Pricewaterhouse Coopers (Registration No. 202)

Q 1: The nature of work at BSNL may necessitate formation of a consortium. However, as detailed requirements of BSNL for each of the software components have not yet been shared with us, it would be difficult to shortlist appropriate products at this stage. Hence, is it mandatory to form a consortium at the EOI stage itself or can the SI present his capability to work with a variety of products at this stage and form a consortium, if required, at a later stage? If you think it mandatory to form a consortium at this stage, can the various parties of the consortium be changed at a subsequent date? Please also detail out the rules that would govern such a change?

Ans: As clarified elsewhere in this document.

Q 2: What are the various system expected when you mention “ so on and so forth” in Pt. 3.0 – ‘software Components of the system’ of the EOI?

Ans: As clarified elsewhere in this document.

Q.3(a) Would implementation details be required for all software components being used in the system or would it be only for the turnkey solution provider, as mentioned in sub Pt.(V)

(b) Please detail out the various performance parameters that you would be interested in for “Performance Certificates from clients”; as mentioned in Sub Pt. (vii).

(c) Please detail out the various parameters that you would be interested in for “Benchmarking”, as mentioned in Sub Pt. (ix).

Ans: (a) Implementation details of major software components like retail billing, inter connect billing or both or for all the software components mentioned against paragraph 3.0 of the EOI guideline document will meet this requirement.

(b) Performance, time to implement, reliability, customization, scalability, response time etc., will be of interest to BSNL in addition to other performance and scalability related parameters.

(c) Scalability, reliability, response time at the peak load will be some of the key parameters on which benchmarking details can be provided.

AB. Amdocs (Registration No. 338)

Q1: Please elaborate on the required Agency based (Bureau model/ASP model) solution model.

Ans: Details will be given in the tender specifications (RFP).

Q 2: Please clarify what is the main functionality required from the “Directory Enquiry”, “Plant Management” ,”IVRS” Systems.

Ans: Details will be given in the tender specifications (RFP).

Q 3: What hardware platform BSNL currently using, and what is the preferred hardware?

Ans: Details will be given in the tender specifications (RFP), if required.

Q 4: Please elaborate on the SSA/SDCA. An architecture chart will be most helpful.

Ans: The abbreviation SSA stands for Secondary Switching Area and SDCA stands for Short Distance Charging Area. However, further details will be given in the tender specifications (RFP).

AC. Tata Infotec Ltd. (Registration No.71)

Q 1: Under Eligibility criteria, Point 3, Experience, the subpoint (iv) is missing. Please provide the same.

Ans: There is no sub point (iv) under point 3 of clause 5.0.

Q 2: Under “Software component of the system” plant Management system is included. Does BSNL desire a geographical information system (GIS) based outside plant management system ? This type of application is covered under the operations management not related to billing, we therefore request BSNL to please elaborate on this software component

Ans: Details will be given in the tender specifications (RFP).

Q 3: Under system dimensioning, it is mentioned that “The solution should expressly of existing hardware and /or software resources deployed by the bsnl. We request BSNL to provide them.

Ans: Details will be given in the tender specifications (RFP).

Q 4: We understand that the section “system dimensioning” is just to provide additional information so that an appropriate solution may be proposed. Detailed hardware specifications are not required at this stage as evident from the list of documents to be submitted. Please confirm.

Ans: Detailed hardware specifications are not required at this stage.

Q 5: Submission of the EOI, point (vi), “manpower deployment program”. The manpower to be deployed by the vendor is usually at the discretion of the vendor since the nature of the engagement is likely to be on turnkey basis. Is BSNL requesting manpower requirement of the BSNL personnel in this section?

Ans: No, it requires elaboration on resource mobilization in terms of manpower on the part of vendor in consonance with time period of the project execution.

Q 6: We would like to know what would be the expected time frames of implementation? What are the phases of implementation of the various components as mentioned in Paragraph no 3.0.

Ans: Details will be given in the tender specifications (RFP).

Q 7: Whether BSNL will choose only one of the approaches from out-sourced billing center and own solution or whether BSNL will go for a mixture of both?

Ans: Details will be given in the tender specifications (RFP).

Q 8: The shortlisting of bidders would be on the basis of solutions/products offered or their capability of executing the project?

Ans: Short listing will be done as per clause 6.0 of the EOI guideline document.

Q 9: Can multiple products/solutions be proposed by the vendors?

Ans: As clarified elsewhere in this document.

AD. Ushacomm (Registration No. 64)

Q 1: As the hardware vendors are only limited and are participating with various consortiums. In the similar way, whether software companies can also go with multiple consortiums. If so, how many consortiums?

Ans: Yes. There is no limit on the number of consortiums.