

Andhra Pradesh State FiberNet Limited (APSFL)			
Expression of Interest (EOI) for the Selection of Partner for Operations, Business, and Innovations for APSFL (EOI NO: APSFL/BO/EOI/2025/001, Dt. 23.07.2025)			
Annexure I Response to the Queries			
S. No.	EOI Reference (Page/ Section)	Points of Clarification required	APSFL Response
1	Notice Inviting Expression of Interest (EOI) Page 3	We are in preparation of our detailed Proposal and it will date some more time. Kindly allow us to submit our proposal on or before 25th of August,2025.	Corrigendum 2 Issued Dt: 14.08.2025
2	Notice Inviting Expression of Interest (EOI) Page 3	Request APSFL to consider extending the submission deadline for this EOI. This will allow us and our consortium partner to thoroughly analyze the requirements, incorporate the above technical inputs, and submit a more detailed, high-quality proposal that aligns with APSFL's expectations.	Corrigendum 2 Issued Dt: 14.08.2025
3	Notice Inviting Expression of Interest (EOI) Page 3	Since the scope of the EOI is quite vast and there is a lot of data compiling to be done we request time extension for submission of EOI.	Corrigendum 2 Issued Dt: 14.08.2025
4	Notice Inviting Expression of Interest (EOI) Page 3	Extension Request Furthermore, we request an extension of the bid submission deadline by 30 days to facilitate a comprehensive assessment, including network review, customer visits, partner meetings, and finalization of an optimized service model.	Corrigendum 2 Issued Dt: 14.08.2025
5	Section 1. Introduction Page 5	It is understood that the entire Optical Fiber Cable (OFC) network in the state — including the First Mile, Middle Mile, and Last Mile — is deployed along electric poles. Since the Last Mile OFC falls under the scope of the Service Partner, we seek clarification on whether the Pole Tax applicable to the Last Mile is exempted or will be borne by APSFL, as the objective of this endeavor is digitally connecting the people of Andhra Pradesh, particularly in rural areas at affordable costs.	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
6	Section 1. Introduction Page 5	What is the total number of Point of Presence (PoPs) available in the State under APSFL and BharatNet. Please provide the breakdown of them as currently live, to be made live. What is the timeline for handing over the PoPs at Substation and Gram Panchayats? What is the port (PON) capacity of these OLTs?	Approximately 14,500 PoPs available and operational. Scope of PoP will be APSFL. PON capacity of the existing OLTs is (8/16/32)
7	Section 3. APSFL Uniqueness (iv) Page 7	a) Kindly provide a detailed breakup of the connections — including the number of connections, package/plan types, and corresponding revenue figures — for both Household and Enterprise customers.  b) Please confirm whether all the packages offered to both Household and Enterprise segments are financially viable, i.e., whether each package is profitable and no package is being offered at a loss.  c) Can the Service Delivery Partner onboard all existing Household and Enterprise connections immediately upon commencement of operations, or will the onboarding follow a phased rollout plan as defined by APSFL?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.

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8	Section 4. Scope of Work Page 8	What will the term "support" mean? Will last mile fiber be provided by APSFL and partner shall be responsible to maintain it?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
9	Section 4. Scope of Work Page 8	Will penetration in new markets be outside AP? Pl share the existing market spread of APSFL	As per EOI
10	Section 4. Scope of Work Page 8	<p>a) Will APSFL provide any financial support towards the procurement, replacement, repair and maintenance of Customer Premises Equipment (CPEs)?</p> <p>b) Who will retain ultimate ownership of the CPEs supplied to the end customers — APSFL or the Service Delivery Partner?</p> <p>c) Is the Service Delivery Partner permitted to recover the cost of the Customer Premises Equipment (CPE) from the end customer as one-time charges?</p> <p>d) What is the expected lifetime or usable duration of the existing Customer Premises Equipment (CPE) currently deployed under the project? Is there any standard or policy defined for CPE replacement or end-of-life management? Will APSFL provide any financial support towards the replacement of the end-of-life CPEs?</p>	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
11	Section 4. Scope of Work (i) Page 8	will bandwidth be provided by APSFL, for triple play/Quad services- is Mobility a mandatory requirement?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
12	Section 4. Scope of Work (i) Page 8	<p>a) Is it mandatory for the selected partner to possess valid ISP and MSO licenses?</p> <p>b) Please clarify whether the responsibility for procurement of bandwidth, content, and other essential components required for last mile service delivery lies entirely within the scope of the selected Service Delivery Partner. This includes the delivery of triple play services (data, voice, and television), OTT for households, as well as broadband, Internet Leased Lines (ILL), VPN, MPLS, IVRS, SD-WAN solutions, and the fiberization of mobile towers for enterprise and institutional customers. Kindly confirm whether all</p>	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.

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		<p>these requirements are to be fully managed and provisioned by the Service Delivery Partner.</p> <p>c) Are there any customer connections—either for households, government institutions, or other entities—that are required to be provisioned free of cost under the current framework? If so, please specify the categories of such connections and the applicable terms and conditions.</p> <p>d) Can the Service Delivery Partner leverage the existing Headend and other elements of the Network Operations Center (NoC) ecosystem, as established by APSFL/GoAP, for service delivery to end customers?</p> <p>e) What is the total tenure of the award granted to the selected Service Delivery Partner? Is there a moratorium period before the commencement of revenue sharing with APSFL? If so, please specify the duration and applicable conditions.</p>	
13	Section 4. Scope of Work (ii) Page 8	Does the engagement and management of downstream partners (such as LCOs and marketing partners) fall entirely within the scope of the Service Delivery Partner — including responsibilities related to marketing, PoP to Customer Premises connectivity, billing and collections, customer support, and maintenance for Households and Enterprise segment?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
14	Section 4. Scope of Work (iii,iv) Page 8	CPE/Set top Boxes for Service Delivery Vide EOI Clause 4 (iii) & 4 (iv), Partner has to Procure and maintain the necessary inventory for deployment of Customer Premises Equipment (CPE) and ensure compatibility with APSFL's network and adherence to quality standards and the selected partner is responsible for supply, delivery, warranty, replacement of CPEs and last-mile hardware. Kindly confirm whether the cost of CPE/Set Top Boxes will be paid by APFSL or it has to be collected from end subscribers.	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
15	Section 4. Scope of Work (iv) Page 8	will the Warehouse space be provided by APSFL? Will CPE also include ONUs, routers etc?	Participants to propose the inventory mechanism in the proposal.
16	Section 4. Scope of Work (v) Page 8	<p>a) Will the Operations &amp; Maintenance (O&amp;M) agency provide the Service Delivery Partner with access to the Network Monitoring System (NMS) for effective service management?</p> <p>b) What is the current network uptime being maintained at the Network Operations Center (NOC) and various Points of Presence (PoPs)? Kindly share the recent performance metrics, including the average uptime percentage and the measurement period.</p>	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.

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17	Section 4. Scope of Work (vii) Page 9	APSFL shall extend necessary support to redefine the distribution and service delivery channels, and assist in ensuring a smooth and effective transition process. Upon successful completion of the transition, the Service Delivery Partner will assume full responsibility for all financial and legal matters related to service operations.	As per Eoi
18	Section 4. Scope of Work (viii) Page 9	Does the existing system include an Auto Configuration Server (ACS) for remote provisioning and management of Customer Premises Equipment (CPEs)?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
19	Section 4. Scope of Work (ix) Page 9	what does SDP mean?	Service Delivery Partner
20	Section 4. Scope of Work (ix ,x) Page 9	<p>a) Are there any existing legacy systems or software platforms or tools that the Service Delivery Partner is required to continue using? If so, please specify the expected costs, duration or timeline for their continued usage, and whether any migration or integration is planned.</p> <p>b) Is the scope of our customer help desk limited strictly to last mile connectivity support? Are we also expected to handle customer complaints related to first and middle mile issues (tickets) on behalf of the O&amp;M agency? If yes, kindly confirm whether the associated customer help desk cost for this extended support is to be borne by the respective O&amp;M vendors or by APSFL.</p>	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
21	Section 4. Scope of Work (xiii) Page 9	Is there any mandatory base pack or plan that the Service Delivery Partner is required to design or offer as part of the service portfolio? We believe that allowing market-driven pricing would enable better responsiveness to customer needs and enhance service competitiveness.	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
22	Section 4. Scope of Work (xvi) Page 9	Does APSFL currently have Aadhaar-enabled eKYC processes in place for customer onboarding and verification? If so, will the Service Delivery Partner be allowed to leverage this system for streamlined and compliant customer activation?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
23	Section 5. Eligibility Criteria (ii) Page 11	Our cumulative total turnover for Last 3 Financial Years 44.71 Cr. Can we Participate in the EOI NO: APSFL/BO/EOI/2025/001, Dt. 23.07.2025	Amended clause ( refer Corrigendum 3)
24	Section 5. Eligibility Criteria (iv) Page 11	– Will Bidder's partner document with bidder undertaking be sufficient in this line item to establish experience.	Work Orders, Experience/Completion/service Certificates
25	Section 5. Eligibility Criteria (v) Page 11	Can bidder submit the response for a call centre setup other than Telecom/ISP, showcasing the expanse of service offering by Bidder?	Amended Clause ( Refer Corrigendum 3)

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26	Section 5. Eligibility Criteria (vii) Page 11	- is there a specific type of document that will be considered as valid document for supporting the experience and projects completed. If yes, pls let us know. Can an undertaking on bidder's letter head will be accepted as supporting document	Work Orders, Experience/Completion/service Certificates
27	Section 6. General Instructions to bidders (i) Page 12	Is it necessary to include financial numbers, such as revenue projections, package pricing, and cost estimates, in these sections of the EOI proposal? We believe such detailed financial disclosures may be more appropriate at the actual RFP stage, once the scope and framework are clearly defined.	As per EOI
28	Section 7. EOI Documents & application submission (7.8 Format and Signing of EOI (ii) )Page 14	Can all documents including annexures and proposal be submitted in single envelope?	Yes
29	Section 7. EOI Documents & application submission (7.8 Format and Signing of EOI (iii)) Page 14	the proposal shall cover the approach and proposed solution. Does it also need to carry commercials at this point since the proposed structure is not known yet between APSFL and successful bidder	As per EOI
30	Section 8. Formats for EOI Submission (8.2 Applicant Profile) Page 18	Do we have to mention only the names of the solutions offered to APSFL or solutions offered by bidder in general including other than what bidder is offering to APSFL	As per EOI
31	Section 8. Formats for EOI Submission (8.3 Experience Summary) Page 19	Can experience be mentioned of bidder's own company to direct consumers or does it have be 3rd party? Is there any minimum no of projects/clients required to be mentioned in table given	As per EOI

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32	General Query	<p>1. Existing Head-end System Architecture For IPTV Headend , which modules are proposed for upgrade, modification, or replacement.</p> <p>2. System Technical Details For active IPTV systems: system flow diagram and content delivery protocols in use. Details of OTT services required: VOD, Catch-up TV, Time-shift TV, or other VAS services. Need High-level network diagram showing complete end-to-end system flow.</p> <p>3. End-User Equipment Specifications STB device hardware configuration (or datasheet). Modem/Router/Gateway hardware configuration proposed for end-user premises.</p> <p>4. Additional Technical Inputs Any other relevant technical details related to the Head-end infrastructure.</p>	<p>To understand the existing network infrastructure and operations, it is to inform that the Participants can visit APSFL NOC located at Visakhapatnam for Phase 1 and Tirupati for Phase 2 with prior approval from APSFL.</p> <p>Participants to propose a viable technical approach in their EOI proposal submission.</p>
33	General Query	<p>Existing BSS &amp; Revenue Share Structure Kindly confirm whether selected Partner will have to use existing BSS (Inclu Hardware &amp; Software) for providing Broadband Services to end Subscribers? As per our understanding, APSFL is currently providing the services through MSO &amp; LCO to end subscribers. Kindly confirm the existing revenue share structure amongst all partners including MSO, LCO and BSS Provider.</p>	<p>Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.</p>
34	General Query	<p>Licensing Requirement Kindly confirm whether the telecom services must be delivered under APSFL's ISP/NLD/IP1 licenses, or if the selected partner can operate using its own DoT-issued licenses. In the latter case, please confirm if all end-customer interactions—including KYC, invoicing, payment collection, and billing portal management—can be carried out under the selected partner's name.</p>	<p>Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.</p>
35	General Query	<p>Network Responsibility and SLA As per our understanding, APSFL will be providing the active network up to the Gram Panchayat (GP) level. Kindly provide the Service Level Agreement (SLA) commitments for this network, along with the maximum bandwidth capacity available up to the GP level.</p>	<p>Participant shall visit the NOC and understand the existing infrastructure and operations.</p>

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36	General Query	Utilization of Existing Internet Infrastructure May the selected partner leverage its own upstream internet bandwidth, peering, and caching infrastructure to serve end customers, or will APSFL provide a separate arrangement for this?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
37	General Query	Revenue Share Model It is understood that APSFL is currently offering services via LCOs/MSOs on a revenue-sharing basis. Will the selected partner be required to follow the same model? Additionally, will the selected partner have the flexibility to define the revenue share terms based on its business requirements.	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.
38	General Query	Site Visit We would like to request a visit to APSFL's Network Operations Center (NOC) to better understand the existing setup and operational framework. Kindly share suitable contact details and available time slots to arrange this visit.	Corrigendum 2 Issued Dt: 14.08.2025
39	General Query	Is it permissible to form a consortium with multiple agencies to collectively deliver the range of services outlined in the EOI either partially or fully ?	Participants to propose viable business model as per TRAI /DOT /MIB regulations and shall submit the suitable operational modalities in the proposal.

## Annexure 2

Expression of Interest (EOI) for the Selection of Partner for Operations, Business, and Innovations for APSFL

S. No.	EOI Reference (Page/ Section)	Clause as per EOI APSFL/BO/EOI/2025/001, Dt. 23.07.2025	Amended clause
1	Section 5. Eligibility Criteria (ii) Page 11	The Bidder should have cumulative total turnover of INR 50 Cr. during last three financial years with positive net worth. Bidder must submit audited balance sheet of the company for the previous 3 financial years.	The Participant should have cumulative total turnover of INR 40 Cr. during last three financial years with positive net worth. Participant must submit audited balance sheet of the company for the previous 3 financial years.
2	Section 5. Eligibility Criteria (v) Page 11	Experience in handling customer care call center for Telecom or ISP.	Experience in handling customer care call center for Telecom or ISP or any other domain with minimum 5 Lakh customer base. (Self certification to be submitted by the participant. )