REQUEST FOR PROPOSAL

Next-Generation BSS/OSS Platform Modernization

Vi Business Solutions

A Division of Vodafone Idea Limited

RFP Number	RFP-2026-VI-BSS-NXT-002
Issuing Organization	Vi Business Solutions, Vodafone Idea Ltd.
Issue Date	February 20, 2026
Submission Deadline	April 10, 2026, 5:00 PM IST
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1. Executive Summary / Introduction

Purpose of the RFP

Vi Business Solutions (a division of Vodafone Idea Limited) hereby issues this Request for Proposal (RFP) to invite qualified technology vendors to submit competitive bids for the comprehensive modernization of our Business Support System (BSS) and Operations Support System (OSS) platforms. The selected solution will serve as the digital backbone supporting our 210+ million subscriber base across 22 telecom circles in India.

Current Situation

Vi's current BSS/OSS landscape is fragmented, comprising legacy billing systems, siloed OSS tools, and point-to-point integrations that were implemented between 2012 and 2018. These systems are approaching end-of-vendor-support and are unable to meet the velocity requirements of our 5G rollout, real-time monetization ambitions, and escalating customer experience standards. The platform upgrade is a board-approved strategic initiative under Vi's 'FutureReady' digital transformation programme.

High-Level Telecommunications Needs

This RFP seeks a single, integrated, cloud-native BSS/OSS stack encompassing:

- Real-time convergent charging and billing for prepaid, postpaid, and enterprise segments
- End-to-end order management and fulfillment automation
- Network inventory and resource management integrated with OSS
- AI/ML-driven customer lifecycle management and churn prediction
- Self-care portals and omnichannel customer engagement
- 5G network slice management and monetization capabilities
- Real-time revenue assurance and fraud management

Vendors responding to this RFP must demonstrate a proven track record of large-scale BSS/OSS transformation for Tier-1 telecom operators. We invite qualified vendors to submit proposals by April 10, 2026.

2. Company Background / Organization Details

Company Profile

Vodafone Idea Limited (branded as Vi) is one of India's largest telecommunications service providers, formed through the merger of Vodafone India and Idea Cellular in 2018. Headquartered in Mumbai, Maharashtra, Vi offers mobile voice, data, and enterprise connectivity services across the breadth of India's 22 telecom circles.

Parameter	Details
Legal Entity	Vodafone Idea Limited (Vi)
Brand Name	Vi (Vi Business Solutions - Enterprise Arm)
Headquarters	Mumbai, Maharashtra, India
Listed Exchanges	BSE & NSE (India)
Total Subscribers	~215 Million (as of Q3 FY2026)
Telecom Circles	22 circles across India
Network Infrastructure	470,000+ tower sites; 5G launched in 10 circles
Enterprise Customers	1.2 Million+ MSMEs and large enterprises
Annual Revenue	INR 43,000+ Crores (FY2025 estimate)
Employees	~18,000 direct employees
Regulatory Licenses	UL / UAS Licenses across all 22 circles; DOT registered

Current BSS/OSS Environment

Our existing technology landscape consists of the following core components, all of which are in-scope for replacement or integration:

- Billing & Charging: Ericsson Charging System (ECS) and a legacy convergent billing platform — multi-instance, largely on-premises
- Order Management: Custom-built OMS with significant manual workarounds and ~72-hour fulfillment cycles
- Customer Management: Siebel CRM (v8.1), partially migrated to Salesforce for enterprise segment
- Network Inventory: HP Service Activator and a disparate set of Excel-based shadow inventories
- Self-Care: Three separate portals for consumer, SME, and enterprise — fragmented UX
- Revenue Assurance: SUBEX RAG (v6.2) — no real-time capabilities

Strategic Priorities

The FutureReady transformation programme is anchored on five strategic pillars:

1. 5G monetization: Launch and commercialize advanced 5G services including network slicing and enterprise private 5G

2. Customer experience: Achieve top-2 NPS ranking in the Indian telecom market within 24 months
3. Operational efficiency: Reduce cost-to-serve by 35% through automation within 3 years
4. Digital self-service: Drive 85%+ digital channel adoption across all customer segments
5. Data-driven decisions: Build an AI/ML decisioning engine across marketing, network, and care

3. Project Overview and Objectives

Project Description

This project entails the complete greenfield deployment of a cloud-native, microservices-based BSS/OSS platform to replace Vi's legacy systems. The solution must be capable of managing the full subscriber lifecycle — from acquisition and activation through to billing, care, and retention — for both consumer and enterprise segments at a scale of 200M+ subscribers. The platform must be production-ready by Q2 FY2027 with a phased migration approach.

Functional Objectives

- Convergent Charging: Deploy real-time online charging system (OCS) compliant with 3GPP Rel-17 standards supporting prepaid, postpaid, hybrid, and enterprise billing
- Order Management: Automate end-to-end order orchestration reducing average fulfillment time from 72 hours to under 4 hours for 90% of order types
- Customer Management: Implement a single unified CRM with 360-degree view of every subscriber and enterprise account
- Network Inventory: Build an accurate, real-time network resource inventory integrated with active network elements via OSS adapters
- Revenue Assurance & Fraud Management: Implement real-time RA and FM with sub-1-hour detection SLAs for revenue leakage events
- Self-Care & Digital Channels: Launch new omnichannel self-care portal (web, app, USSD) with AI chatbot and full transactional capability

Non-Functional Objectives

Objective	Requirement
Scalability	Support 215M subscribers; horizontally scalable to 300M without re-architecture
Availability	99.999% for charging and billing (Five-Nines); 99.99% for CRM and OMS
Performance	Real-time rating: <50ms P99; Bill generation for 10M accounts in <6 hours
Security	ISO 27001, PCI-DSS Level 1, TRAI DND compliance, MeitY cloud empanelment
Disaster Recovery	RPO <15 minutes; RTO <1 hour; Active-Active multi-region
Data Residency	100% data stored within India; MeitY compliant cloud infrastructure
API Standards	RESTful and AsyncAPI; TM Forum Open API (TMF) compliance mandatory
Integration	Pre-built adapters for Ericsson, Nokia, Huawei, ZTE network elements

Success Criteria

6. Zero-loss billing migration — 100% revenue reconciliation between legacy and new platform during parallel run

7. Live OCS rating latency <50ms at P99 under peak load (1.5M TPS)

8. Order fulfillment automation rate >90% (no human touch) within 6 months of go-live

9. Customer NPS improvement of +8 points within 12 months of go-live

10. System availability >99.999% for charging/billing in first 12 months post-migration

11. Successful DR failover test within 60 days of production launch

4. Scope of Work / Services

In-Scope Services and Deliverables

The selected vendor will be responsible for end-to-end delivery of the following service streams:

Stream A: Platform Design & Architecture

- As-Is assessment and gap analysis of all legacy BSS/OSS components
- Target architecture design covering all functional domains (BSS/OSS, data, integration, security)
- Cloud infrastructure design and sizing on MeitY-empanelled cloud (preferred: Jio Cloud, AWS India, Azure India)
- Data migration strategy including cleansing, mapping, and validation frameworks
- Integration architecture leveraging TM Forum Open APIs and event-driven messaging (Kafka)

Stream B: Software Deployment & Configuration

- Deployment, configuration, and customization of all BSS/OSS modules
- Development of custom APIs and adapters for integration with 40+ internal and external systems
- Performance engineering and load testing to certify production readiness
- Security hardening, penetration testing, and compliance certification

Stream C: Data Migration

- Migration of 215M subscriber records from legacy CRM and billing systems
- Historical CDR archival and migration (minimum 24 months of data)
- Network inventory data discovery, cleansing, and migration
- Parallel-run reconciliation — zero-tolerance for revenue leakage during cutover

Stream D: Training & Change Management

- Train-the-trainer programme for 200 Vi super-users across all functional domains
- End-user training for 3,500+ Vi operations and customer care staff
- Executive dashboards and reporting training for senior management
- Comprehensive operational runbooks, API documentation, and knowledge base

Stream E: Post-Go-Live Support

- Hypercare support: 24x7 dedicated war-room team for 90 days post each phase go-live
- Managed Services: 5-year AMS (Application Managed Services) contract post stabilization
- SLA-governed L2/L3 support with defined escalation matrix
- Quarterly innovation reviews introducing new platform capabilities and roadmap alignment

Geographical and Segment Scope

Scope Dimension	Details
Consumer Prepaid	~170M subscribers — full OCS, self-care, CRM in scope
Consumer Postpaid	~20M subscribers — billing, CRM, order management in scope
Enterprise & SME	1.2M accounts — dedicated CRM, CPQ, contract billing in scope
IoT & M2M	8M SIMs — device management and bulk billing in scope
Telecom Circles	All 22 circles; data centers in Mumbai and Chennai (active-active)
Retail Channels	Integration with 1.2M retail touchpoints (B2B2C distribution)

Out-of-Scope Items

- Radio Access Network (RAN) equipment procurement or management
- Core network (EPC/5GC) software — interfaced via standard APIs only
- Physical data center construction or MPLS network upgrades
- End-user device procurement (handsets, dongles, CPE)
- IT helpdesk and end-user device support (managed by Vi internal team)

5. Technical and Functional Requirements

Mandatory Technical Requirements

All proposals must fully address compliance with the following mandatory specifications. Non-compliance with any mandatory requirement will disqualify the proposal.

BSS Module Requirements

Module	Key Specification
Online Charging System (OCS)	3GPP Rel-17 compliant Ro/Gy interface; real-time rating <50ms P99; 1.5M TPS peak throughput
Convergent Billing	Multi-currency, multi-tax; invoice generation for 10M accounts in <6 hours; e-invoice compliant with GST India
CRM	360-degree customer view; AI-assisted agent workflows; <2-second screen load; Salesforce or equivalent
Order Management	Microservices OMS; <4-hour automation for SIM swap, plan change, new connection order types
Product Catalog	TM Forum SID-compliant catalog; supports eSIM, 5G slices, converged FMC offers
Revenue Assurance	Real-time RA engine; <1-hour leakage detection; integrated with OCS and mediation
Fraud Management	Rule-based and ML fraud detection; <5-minute alert-to-block for SIM cloning events
Self-Care Portal	Responsive web + native iOS/Android app; Arabic/Hindi/English i18n; AI chatbot (NLP-powered)

OSS Module Requirements

Module	Key Specification
Network Inventory Management	Dynamic discovery; supports 4G, 5G-NSA, 5G-SA network elements; vendors: Ericsson, Nokia, Huawei, ZTE
Service Provisioning	Automated activation via NETCONF/YANG and REST APIs; <60-second SIM provisioning SLA
Fault Management	Real-time alarm correlation; <30-second fault-to-ticket creation; TM Forum TMF642 compliant
Performance Management	KPI collection at 15-minute intervals; Grafana/Kibana dashboards; anomaly detection via ML
5G Slice Management	E2E slice lifecycle management; GSMA NG.116 compliant; API exposure for enterprise slice ordering

Integration and API Requirements

- Must expose TM Forum Open APIs (TMF620, TMF622, TMF632, TMF637, TMF641, TMF666 as minimum)
- Asynchronous event streaming via Apache Kafka or equivalent; minimum 500,000 events/second throughput
- Pre-built adapters for: Ericsson (ECS, BSCS), Huawei (SDP), Nokia (ADS), Comverse (ONE BSS)
- Integration with NPCI payment gateway, payment aggregators (Razorpay, Paytm), and UPI
- Integration with GSTN for GST return filing and e-invoicing (IRP) in compliance with CBIC regulations
- Interconnect mediation with all 11 active Indian telecom operators via CDR exchange

Infrastructure and Cloud Requirements

- Cloud-native deployment on MeitY-empanelled cloud provider; on-premises deployment not acceptable
- Kubernetes-based container orchestration; Helm charts provided for all services
- Multi-region active-active deployment (Mumbai Primary + Chennai DR) with automated geo-failover
- All customer data must reside within India; no cross-border data transfers without explicit consent
- Minimum infrastructure compliance: ISO 27001, SOC 2 Type II, PCI-DSS Level 1, MeitY cloud empanelment

Security and Compliance Requirements

Requirement	Standard / Specification
Signaling Security	SS7, Diameter, and SIP firewall; GSMA FS.11 / FS.19 compliance
Data Encryption	AES-256 at rest; TLS 1.3 in transit; HSM for key management
Authentication	Multi-factor authentication; SAML 2.0 / OAuth 2.0 / OIDC support
Access Control	RBAC + ABAC; Privileged Access Management (PAM) integration
Regulatory	TRAI guidelines; IT Act 2000; DPDP Act 2023; GSMA privacy frameworks
Penetration Testing	Bi-annual external pen test; vendor to remediate critical findings within 30 days
Audit Logging	Immutable audit logs with 36-month retention; SIEM integration (Splunk/QRadar)

Service Level Requirements

Service Metric	Target SLA	Measurement Period
OCS / Charging Availability	99.999%	Monthly
CRM / OMS Availability	99.99%	Monthly
Self-Care Portal Availability	99.95%	Monthly
OCS Rating Latency (P99)	<50 milliseconds	Real-time
SIM Provisioning	<60 seconds (95th percentile)	Daily
Bill Run Completion	<6 hours for 10M accounts	Monthly
Fraud Alert-to-Block	<5 minutes for SIM clone	Continuous
Critical Incident Response	<15 minutes	24x7x365
Critical Incident Resolution	<4 hours	24x7x365

6. Project Timeline and Milestones

RFP Process Schedule

Activity	Date / Deadline
RFP Release Date	February 20, 2026
Vendor Registration Deadline	March 5, 2026
Pre-Bid Conference (Virtual / Mumbai HQ)	March 8, 2026 at 10:00 AM IST
Deadline for Written Questions	March 20, 2026 at 5:00 PM IST
Vi Responses to Questions Published	March 27, 2026
Proposal Submission Deadline	April 10, 2026 at 5:00 PM IST
Technical Evaluation Period	April 11–25, 2026
Vendor Demonstrations (Short-listed vendors)	April 28 – May 5, 2026
Vendor Selection and Notification	May 15, 2026
Contract Negotiation Period	May 16 – June 5, 2026
Contract Award Date	June 10, 2026
Programme Kickoff	July 1, 2026

Expected Project Implementation Timeline

Phase	Description	Duration	Target Completion
Phase 0	Kickoff, As-Is Assessment, Architecture Design	8 weeks	August 2026
Phase 1	Foundation: Cloud infra, platform installation, core OCS deployment	12 weeks	November 2026
Phase 2A	CRM, OMS, Product Catalog go-live (Enterprise segment)	10 weeks	January 2027
Phase 2B	Consumer Postpaid billing migration (20M subscribers)	10 weeks	March 2027
Phase 3	Consumer Prepaid OCS migration (170M subscribers)	16 weeks	July 2027
Phase 4	OSS, RA/FM, Self-Care, AI/ML capabilities go-live	12 weeks	October 2027
Phase 5	Legacy decommission, performance optimization, project close	8 weeks	December 2027

Critical Milestones and Constraints

12. Revenue Migration Blackout: No billing system changes permitted between October 1–10, 2026 (Festival season peak) and December 24, 2026–January 7, 2027

13. Parallel Run Duration: Minimum 60-day parallel run of legacy and new charging systems before consumer prepaid cutover

14. TRAI Reporting: System must be capable of generating TRAI Quality of Service reports without disruption through all migration phases

15. 5G Slice Readiness: 5G slice management module must be production-ready by January 2027 to align with Vi's 5G SA launch schedule

16. Regulatory Milestones: GST e-invoicing integration must be live before any consumer billing migration commences

7. Proposal Submission Instructions

Proposal Format and Structure

Proposals must be organized in the following order. Failure to follow the structure may result in disqualification:

17. Executive Summary (maximum 5 pages)
18. Company Profile and Qualifications
19. Technical Solution — BSS Modules (with compliance matrix)
20. Technical Solution — OSS Modules (with compliance matrix)
21. Integration and API Architecture
22. Cloud Infrastructure and Security Approach
23. Implementation Methodology, Project Plan (Gantt chart mandatory), and Team Structure
24. Data Migration Strategy
25. Support and Managed Services Model
26. Commercial Proposal / Pricing (separate encrypted PDF)
27. References (minimum 5 Tier-1 operator references)
28. Required Certifications, Legal Documents, and Appendix Forms

Format Specifications

Specification	Requirement
Page Size	A4 (210mm x 297mm)
Font	Arial or Calibri, minimum 11-point body text
Margins	25mm on all sides
Page Numbering	Required on all pages
File Format	PDF only (no password except commercial section)
Naming Convention	VendorName_Vi_BSS_RFP_2026_Technical.pdf
Maximum File Size	100 MB per file; use shareable link if larger
Language	English only

Submission Method

Proposals must be submitted electronically via the Vi Vendor Portal: https://vendor.vibusiness.in/rfp-portal. Physical submissions are NOT accepted. Vendors must register on the portal by March 5, 2026 to receive access credentials.

- Upload Technical Proposal and Commercial Proposal as separate files
- Portal submission timestamp will be the official record of receipt
- System acknowledgement email will be generated automatically upon successful upload
- For technical issues with the portal, contact helpdesk: rfp.support@vibusinesses.in

Additional Rules

- Submission Deadline: April 10, 2026 at 5:00 PM IST. Late submissions will be automatically rejected by the portal.
- Questions: All queries must be submitted in writing via the vendor portal Q&A module by March 20, 2026. No verbal clarifications will be provided.
- Pre-Bid Conference: Optional conference on March 8, 2026 at Vi HQ, Andheri East, Mumbai. Virtual attendance via MS Teams. Register via portal.
- Proposal Validity: Proposals must remain valid for 180 days from submission deadline (until October 7, 2026).
- Confidentiality: All submitted materials will be treated as strictly confidential. Vi will not disclose proposals to competing vendors.

8. Vendor Qualifications and Requirements

Mandatory Minimum Qualifications

The following requirements are mandatory pass/fail criteria. Proposals not meeting all requirements will be disqualified without further evaluation.

Company Requirements

29. Legal Registration: Registered entity in India under Companies Act; must be authorized to provide software/services to telecom operators
30. Years in Business: Minimum 10 years of continuous operation in BSS/OSS or telecom software domain
31. Telecom Sector Revenue: Minimum INR 500 Crores annual revenue from telecom sector clients in each of last 3 fiscal years
32. India Presence: Established development centre and support operations in India with minimum 500 FTE
33. Tier-1 Operator Experience: At least 2 live BSS/OSS implementations for mobile operators with 50M+ subscriber base

Technical Certifications

- TM Forum Frameworx certification (Conformance Level 3 or above) for proposed solution modules
- GSMA-certified for security frameworks (FS.11, FS.19, FS.23)
- Cloud infrastructure on MeitY-empanelled cloud provider
- PCI-DSS Level 1 Service Provider certification
- ISO 27001 and ISO 9001 certification for the delivery and support organization

Experience Requirements

Requirement	Minimum Standard
Tier-1 Operator Implementations	2 live implementations for operators with 50M+ subscribers in last 5 years
Subscriber Scale	At least 1 reference with 100M+ subscribers migrated on proposed platform
OCS Throughput	Demonstrated OCS performance of 1M+ TPS in production environment
India Regulatory Experience	Implementation compliant with TRAI, DOT, GST, DPDP Act requirements
5G Readiness	At least 1 live 5G network slicing / SA core integration on proposed platform
Data Migration	Successful migration of 50M+ subscriber records without billing disruption

Required Documentation

Document	Description
Company Profile	Corporate overview, organization chart, India entity details
Financial Statements	Audited financials for FY 2023, 2024, 2025 (India entity and global)
TM Forum Certificates	Copies of Frameworx conformance certificates for proposed modules
GSMA Certificates	Current GSMA security accreditation certificates
Client References	Minimum 5 references from Tier-1 or Tier-2 mobile operators
Case Studies	Minimum 3 detailed case studies of comparable BSS/OSS transformations
Team CVs	Resumes of proposed Programme Manager, Architecture Lead, and Domain Leads
Compliance Matrix	Point-by-point response to all mandatory and preferred requirements
Legal Declarations	GST certificate, PAN, non-litigation affidavit, MSME status (if applicable)
Insurance Certificates	Professional indemnity and cyber liability insurance certificates

9. Evaluation Criteria

Evaluation Process

Proposals will be evaluated in three sequential phases. Only vendors passing each phase gate will advance to the next phase.

34. Phase 1 — Qualification Screening: Mandatory criteria checked as pass/fail. Non-compliant proposals eliminated.
35. Phase 2 — Technical and Commercial Scoring: Qualified proposals scored against weighted criteria below.
36. Phase 3 — Demonstrations and BAFO: Top 3 vendors invited for live solution demonstrations and Best and Final Offer submission.

Phase 2: Weighted Scoring Criteria

Evaluation Category	Sub-Criteria	Weight
Technical Solution (40%)	Solution architecture, TM Forum compliance, scalability, 5G readiness, security design	40%
Implementation Approach (20%)	Project plan, migration strategy, risk management, team quality, methodology	20%
Vendor Qualifications (15%)	Tier-1 operator experience, certifications, India delivery capability, financial stability	15%
Support & Managed Services (10%)	AMS model, SLA commitments, escalation procedures, tooling, DR capabilities	10%
Total Cost of Ownership (15%)	5-year TCO, pricing competitiveness, value for money, commercial flexibility	15%
TOTAL		100%

Scoring Scale

Score Range	Rating	Description
90–100	Exceptional	Significantly exceeds requirements; industry-leading approach
80–89	Excellent	Exceeds requirements in most areas; minor gaps only
70–79	Good	Meets all requirements; some differentiators present
60–69	Satisfactory	Meets minimum requirements; limited differentiation
Below 60	Unsatisfactory	Does not adequately address requirements

Phase 3: Vendor Demonstrations

Short-listed vendors will be required to demonstrate the following scenarios on a live or near-production environment:

- Real-time rating simulation: Prepaid data session at 100,000 concurrent sessions with latency monitoring
- 5G network slice ordering: End-to-end enterprise slice order via self-care portal through to network activation
- Fraud detection: Simulated SIM clone attack with alert-to-block demonstration
- Bill run: Generation of 500,000 postpaid invoices with GST e-invoice creation
- Self-care portal: Customer plan change, recharge, complaint registration — full journey on mobile app

Selection Decision

Vi reserves the right to negotiate with one or more vendors, request Best and Final Offers (BAFO), or reject any or all proposals without providing justification. Contract award to other than the highest-scored vendor may occur if qualitative factors or risk considerations warrant.

10. Pricing / Cost Proposal Requirements

Pricing Submission Instructions

The commercial proposal must be submitted as a separate password-protected PDF file. The password must be communicated to Vi via a separate email to it.procurement@vibusinesses.in on the submission date. The technical and commercial proposals must be clearly cross-referenced but independently evaluable.

One-Time Capital Costs (CapEx)

Item	Description	Qty / Scale	Unit Price (INR)	Total (INR)
Platform Software Licenses	BSS suite — OCS, Billing, CRM, OMS, Product Catalog	Per subscriber (215M)		
OSS Software Licenses	Network Inventory, Provisioning, FM, PM, Slice Mgmt	Per NE managed		
Professional Services	Design, deployment, integration, testing, migration	FTE-months		
Data Migration Services	Subscriber, CDR, and inventory data migration	Lump sum		
Training Services	Train-the-trainer + end-user training	Lump sum		
Infrastructure Setup	Cloud onboarding, DevSecOps toolchain, CI/CD pipeline	Lump sum		
Total CapEx				

Recurring Operational Costs (OpEx)

Cost Component	Billing Model	Annual Cost Y1 (INR)	Annual Cost Y2-Y5 (INR)
Platform SaaS Subscription / Hosting	Per subscriber per month		
Application Managed Services (AMS)	Monthly fixed retainer + T&M		
Cloud Infrastructure (IaaS)	Consumption-based estimate		
Software Updates and Upgrades	Included / Annual fee		
Security and Compliance Audits	Annual		

Cost Component	Billing Model	Annual Cost Y1 (INR)	Annual Cost Y2-Y5 (INR)
Disaster Recovery Environment	Active standby — monthly		
Total Annual OpEx			

5-Year Total Cost of Ownership

Cost Category	Amount (INR Crores)
Year 0 — Initial CapEx (Implementation)	
Year 1 — OpEx (post go-live stabilization)	
Year 2 — OpEx	
Year 3 — OpEx	
Year 4 — OpEx	
Year 5 — OpEx	
5-Year Total Cost of Ownership	

Pricing Requirements and Assumptions

- All prices in Indian Rupees (INR) excluding GST. Specify applicable GST rates separately.
- Prices must remain firm for 180 days from the proposal submission deadline.
- Annual price escalation for AMS not to exceed 5% per year or WPI, whichever is lower.
- Volume pricing tiers must be provided for subscriber counts at 200M, 250M, and 300M.
- Clearly separate pass-through cloud infrastructure costs from platform and services fees.
- Provide milestone-linked payment schedule aligned with Phase gate completions.
- Optional pricing for: extended warranty, additional AI/ML modules, edge BSS for private 5G.

11. Terms and Conditions / Contractual Requirements

General Contract Terms

The selected vendor will enter into a Master Services Agreement (MSA) with Vodafone Idea Limited. The following terms form the basis of all contractual negotiations and must be accepted in principle at proposal stage. Deviations must be declared explicitly in the Deviation Form (Appendix D).

Contract Duration

- Implementation Contract: Fixed-price contract for implementation phases (Phases 0–5), targeted completion by December 2027
- AMS Contract: 5-year Application Managed Services contract commencing from Phase 3 go-live (Consumer Prepaid)
- Renewal: AMS contract renewable for additional 2-year periods with 6 months' notice

SLA and Service Credits

Availability (Charging/Billing)	Service Credit
99.999% or above (Target)	No credit
99.99% – 99.998%	10% of monthly AMS fee
99.9% – 99.98%	25% of monthly AMS fee
Below 99.9%	50% of monthly AMS fee + right to invoke cure period

Key Contractual Provisions

- Liability Cap: Vendor liability limited to 24 months of AMS fees paid, except for data breaches, IP infringement, or gross negligence (uncapped)
- Revenue Protection: Vendor financially liable for any billing revenue leakage directly attributable to platform defects exceeding INR 1 Crore per incident
- Data Protection: Full compliance with India Digital Personal Data Protection (DPDP) Act 2023; data processing agreement mandatory; breach notification within 24 hours
- IP Rights: Vi retains ownership of all configurations, custom development, and data; vendor retains rights to pre-existing IP and standard product
- Escrow: Source code and documentation to be placed in escrow with a mutually agreed escrow agent within 90 days of contract signing
- Business Continuity: Vendor must maintain a Business Continuity Plan (BCP) covering key personnel, offshore delivery risk, and pandemic/disaster scenarios
- Anti-Bribery: Compliance with Prevention of Corruption Act (India) and UK Bribery Act (for international vendors)

Termination Rights

- Termination for Convenience: Vi may terminate with 120 days' notice; declining early termination fee schedule to be agreed at contract
- Termination for Cause: Either party may terminate for material breach unresolved after 45-day cure period
- Termination for Performance: Vi may terminate if vendor fails to meet critical SLAs for 3 consecutive months
- Data Transition: Vendor provides 180-day transition assistance and full data extraction at no additional cost upon termination

Insurance Requirements

Insurance Type	Minimum Coverage
Professional Indemnity (E&O)	INR 50 Crores per occurrence
Cyber Liability Insurance	INR 100 Crores per occurrence
General Liability	INR 25 Crores per occurrence
Workers' Compensation	As required under Indian labor law

Dispute Resolution

All disputes shall first be escalated through a joint steering committee. If unresolved within 30 days, disputes proceed to arbitration under the Indian Arbitration and Conciliation Act, 1996, with the seat of arbitration in Mumbai, Maharashtra. Governing law shall be the laws of India.

12. Appendices / Attachments

Appendix A: Required Vendor Forms

The following forms must be completed and returned with the proposal. Blank forms are available for download on the Vi Vendor Portal upon registration.

37. Proposal Submission Cover Letter — Signed by authorized signatory confirming proposal validity and acceptance of RFP terms in principle
38. Vendor Information Form — Legal entity details, GSTIN, PAN, CIN, DUNS number, authorized signatory declaration
39. Non-Disclosure Agreement (NDA) — To be executed before access to technical annexures and network topology data
40. Non-Collusion Affidavit — Confirmation that proposal was prepared independently
41. Conflict of Interest Disclosure — Disclosure of any relationships with Vi employees or competitors
42. Reference Form — Standardized form for all 5 operator references including technical contact details
43. Compliance Matrix — Point-by-point response to every mandatory and preferred requirement in Sections 4 and 5
44. Deviation Form — All deviations from RFP requirements or proposed contract terms must be explicitly declared here

Appendix B: Technical Annexures (Provided by Vi)

The following technical documents will be shared with registered vendors under NDA. Request access via the Vendor Portal.

- Current BSS/OSS Architecture Diagrams — As-Is system landscape and data flows
- Network Element Inventory — Count and type of managed network elements per circle
- Data Volume Estimates — Subscriber record counts, CDR volumes, and growth projections
- Integration Catalogue — Full list of 40+ systems requiring integration with API specifications
- TM Forum Process and Information Framework Mapping — Vi's current mapping to eTOM and SID
- Regulatory Requirements Document — Detailed TRAI, DOT, GSTN, and DPDP Act compliance requirements
- Performance Benchmarks — Current system performance baselines and target KPIs

Appendix C: Sample Service Level Agreement

A draft SLA document covering detailed service level objectives, measurement methodology, monitoring tooling requirements, reporting cadence, and service credit calculation formulas is available via the Vendor Portal.

Appendix D: Price Proposal Template

An Excel-based commercial proposal template is available on the Vendor Portal. Vendors must use this template to ensure consistency and comparability of commercial submissions. Summary totals from the template must be replicated in the PDF commercial proposal.

Appendix E: Evaluation Scoring Sheet

A detailed evaluation rubric will be shared with short-listed vendors after qualification screening. The rubric provides sub-criteria descriptions and scoring guidance for each weighted evaluation category.

Appendix F: Draft Master Services Agreement

A draft MSA template that will serve as the basis for contract negotiation with the selected vendor is available on request. Vendors are encouraged to review the draft MSA and raise commercial deviations via the Deviation Form (Appendix A-8).

Appendix G: Implementation Acceptance Criteria

Detailed acceptance criteria for each project phase, including UAT test case library, load test scenarios, security assessment checklist, and data migration reconciliation framework. These will be incorporated into the implementation contract as Schedule 1.

END OF REQUEST FOR PROPOSAL

Vi Business Solutions (Vodafone Idea Limited) thanks all prospective vendors for their interest.

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