

TENDER NO.: PSER: PUR: MSX-195-1-16(ENQ:16:PP:0015:PUR:109) Date 08/11/2016 TCN-02 dtd 28/11/16



## Bharat Heavy Electricals Limited

(A Govt. Of India Undertaking)

Power Sector, Eastern Region

BHEL BHAWAN, PLOT NO. DJ-9/1 , SECOTR II ,

SALT LAKE CITY , KOLKATA ,WEST BENGAL, INDIA

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### TENDER CHANGE NOTICE

Sub	TENDER CHANGE NOTICE (TCN-02 DTD. 28/11/2016)
Job	“PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER'S KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS”.
Ref	TENDER NO.: PSER: PUR: MSX-195-1-16(ENQ:16:PP:0015:PUR:109) Date 08/11/2016 & TCN-01 dtd 18/11/16

1) [With reference to above, following clarifications / changes, relevant to tender, may please be noted and complied with while submitting the offer.](#)

Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
1	1.PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER'S KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS.“ 2.EMD PAGE 1 OF 96 OF NIT	1.PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS.“In this requirement please mention the details specification of requirement regarding E-MAIL GATEWAY apart from your requirement of two nos. of ILL 8Mbps. 2.EMD WAIVER FOR PSU	BHEL is looking for a 8 MBPS (1:1) Dedicated Internet Lease Line with E-Mail Gateway. This Dedicated Internet Leased line should have Dual Last Mile provision from the Bidder's Point of Presence to BHEL PSER Kolkata office as mentioned in the tender.  Our e-mail domain is bhelpser.co.in. This is currently hosted with a domain registrar. When ever a mail with extension @bhelpser.co.in is sent, then it queries the domain registrar server which then redirects the same to BHEL mail server. This is the meaning of E-Mail gateway. The bidder who is bidding, has to provide this facility to us for mail exchange of bhelpser.co.in with other e-mail domains (i.e domain registration facilities with smtp relay service and dns services) 2. The EMD may be waived-Central/ State PSUs/ Government deptts/ Autonomous/ Educational/ Research institutions

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Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
2	PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER'S KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS." PAGE 1 OF 96 OF NIT	Please clarify are you looking for two links 1) 8 Mbps Leased Link 2) 8 Mbps Dedicated Internet link with Email Gateway. Please also clarify whether both the links will have dual last mile or not. In case of leased line requirement the Point A and Point B addresses should be clearly mentioned.	BHEL is looking for a 8 MBPS (1:1) Dedicated Internet Lease Line with E-Mail Gateway. This Dedicated Internet Leased line should have Dual Last Mile provision from the Bidder's Point of Presence to BHEL PSER Kolkata office as mentioned in the tender
3	PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER'S KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS." PAGE 1 OF 96 OF NIT	Please remove Email Gateway along with Internet link as it will give advantage to a specific Service provider and barring other to participate in the tender	The 8 MBPS (1:1) Internet Link shall be used as E-Mail Gateway.
4	Completion period:6 (Six ) Weeks PAGE 12 OF 96 OF NIT	Please extend the completion period to 10 weeks as the OEM will take time for delivery of Hardware.	No Change

Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
5	Supply, Installation & Commissioning of 8 MBPS leased line Link with dual Last Mile (license band fiber / Copper (primary) & RF (secondary) where Fail over from Primary to Secondary should be seamless) and 8 MBPS (1 :1) dedicated internet bandwidth and email gateway through gateway level SPAM / Security check , along with all necessary items / hardware at BHEL PSER'S office. PAGE 17 OF 96 OF NIT	1) There is no term called License Band Fiber, Pls explain 2)Please seamless failover we recommend to incorporate Load Balance hardware, pls include the same in RFP 3)What does BHEL mean- when they talk about SPAM and Security check . Are you talking about UTM device, Please clarify.	<b><u>Modified Clause page No 17 of 96 of NIT-Annexure I Point 1:</u></b> Supply, Installation & Commissioning of 8 MBPS leased line Link with dual Last Mile (Optical fiber / Copper (primary) & RF (secondary) where Fail over from Primary to Secondary should be seamless) and 8 MBPS (1 :1) dedicated internet bandwidth and email gateway through gateway level SPAM / Security check , along with all necessary items / hardware at BHEL PSER'S office 2)No change. Any requisite hardware has to be provided by the vendor. 3) BY SPAM and Security check BHEL mean Network Security device at ISP level to mitigate the issue.
6	Domain renew, re-registration etc. have to be done by the vendor with in this scope with the contract period and protection of domain also to be ensured by the vendor. PAGE 17 OF 96 OF NIT	Please remove this from scope of tender for the reason explained earlier.	No Change
7	Vendor has to keep all existing VPN & Router configuration intact as per present configuration. PAGE 17 OF 96 OF NIT	Please remove this scope as existing hardware are not in the scope of tender.	The Configuration shall be provided to Successful Bidder before the start of work
8	Internet should have gateway level spam, spy, Hack protection facility enable through latest technology (Firewall/UTM). PAGE 17 OF 96 OF NIT	Please remove this clause from tender or include necessary hardware at Bhel Premises.	No Change
9	TECHNICAL OFFER 8. No deviation certificate in bidders letterhead as per format given in Tender (To be attached in Attachment section). PAGE 03 OF 96 OF NIT	We request to accept bids with deviation	No change in existing clause

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Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
10	The vendor has to connect BHEL PSER's office premises (address as mentioned above) to his POP / Internet gateway for 8 Mbps (1:1) Internet connectivity (TG / MCI) .For this vendor shall have to do backbone connectivity for 8 MBPS bandwidth on Fiber / Copper / license band RF last mile link as mentioned above. PAGE 17 OF 96 OF NIT	We request to allow un licensed based RF last miles also as secondary link along with Fiber based primary last mile link	No change in existing clause
11	Domain renew, re-registration etc. have to be done by the vendor with in this scope with the contract period and protection of domain also to be ensured by the vendor. PAGE 17 OF 96 OF NIT	We request that this Domain related services are not part of this RFP and can be provided by BHEL existing DNS services provider	No change in existing
12	The vendor shall have to provide 15 number of Public IPs on IPV4 pattern and 15 number of Public IPs IPV6 pattern, of same network (continuous series) which is white listed. Same shall be checked by Websites--: <a href="http://mxtoolbox.com">http://mxtoolbox.com</a> & <a href="http://openrbl.org">http://openrbl.org</a> etc. PAGE 17 OF 96 OF NIT	We request that BIDDER will provide white listed IP address. Incase the same gets blacklisted due to any activity in BHEL , getting those IP address whitelisted will not be in BIDDER scope	Bidder request not accepted as IP blacklisting depends on many factors which may not be attributable to BHEL.

Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
13	All Lease line / Data circuit provider Laisoning & follow up charges should be included as this will be In the scope of vendor. PAGE 17 OF 96 OF NIT	We request that our scope will be limited to the Internet Link provided by bidder for this tender	<b><u>Modified Clause of Page 17 of 96 of NIT</u></b> TECHNICAL SPECIFICATION AND SPECIAL CONDITION OF CONTRACT (SCC) Annexure I Point 6 <u>Lease line / Data circuit provider Laisoning &amp; follow up charges should be included as this will be in the scope of vendor which will be limited to 8 MBPS (1:1) Internet Leased Line and E-Mail Gateway</u>
14	Vendor has to provide online real-time Bandwidth & latency monitoring tool / interface, SLA monitoring tool (SLA Tracker) / interface at BHEL Premises free of cost. Secured web interface on public IP may serve the purpose. Required report criteria like – Link Utilization Daily/Weekly/Monthly should be available in the tool and the same tool should have service interfaces like trouble ticketing, chat with experts & reports, duration wise filtration utility should be there and out put can be downloadable / printable. PAGE 17 OF 96 OF NIT	We request to delete chat with expert. We will provide call with expert for this requirement	<b><u>Modified Clause of Page 17 and 18 of 96 of NIT-</u></b> TECHNICAL SPECIFICATION AND SPECIAL CONDITION OF CONTRACT (SCC) Annexure I Point 7 <u>Vendor has to provide online real-time Bandwidth &amp; latency monitoring tool / interface, SLA monitoring tool (SLA Tracker) / interface at BHEL Premises free of cost. Secured web interface on public IP may serve the purpose. Required report criteria like – Link Utilization Daily/Weekly/Monthly should be available in the tool and the same tool should have service interfaces like trouble ticketing, chat with technicians/helpdesk (or equivalent),reports, duration wise filtration utility should be there and output can be downloadable / printable.</u>

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Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
15	8.Internet should have gateway level spam, spy, Hack protection facility enable through latest technology (Firewall/UTM). PAGE 18 OF 96 OF NIT	We request to delete this clause as BHEL is already having Firewall /UTM for this requirement	No change in existing clause
16	16.BHEL may ask to integrate ISDN line as backup of said lease line (from BHEL gateway to ISP gateway). BHEL will provide ISDN link only. Necessary ports shall arranged by vendor on a mutually agreed rate between BHEL and the vendor. PAGE 20 OF 96 OF NIT	We request to delete this clause as BHEL is already procuring two links in Primary /Secondary for this tender requirements	No change in existing clause
17	11. Down of any service like Internet Service for mail delivery and receipt, External DNS Services for Mail delivery & receipt, web service, internet service and other services for any reason (like hardware failure, IP blacklist, domain black list, MX record problem etc.) shall be considered for downtime. PAGE 21 OF 96 OF NIT	We request penalty should be linked to Network SLA parameters only i.e. Link Uptime, Latency ad Packet Loss	No change in existing clause
18	15. ISP should have Spam, Spy, Hack protection mechanism of service through latest technology Devices. PAGE 21 OF 96 OF NIT	We request to delete this clause as BHEL is already having Firewall /UTM for this requirement	No change in existing clause

Sl. no.	Description/ Tender clause	Bidder's queries	BHEL's Clarification
19	21. In case last mile is provided through fiber, then DARK/RAW FIBER should be offered, so that by paying additional charge same physical fiber can be up-graded to n Mbps. PAGE 22 OF 96 OF NIT	We request that in addition to Dark Fiber / Raw Fiber Service Provider can offer fiber ring based last miles with mutually agreed scalability requirements. This will provide dual path protection in fiber last miles	<b><u>Modified Clause of Page 22 of 96 of NIT-TECHNICAL SPECIFICATION AND SPECIAL CONDITION OF CONTRACT (SCC) Annexure I Point 21</u></b> <u>In case last mile is provided through fiber, then DARK FIBER/RAW FIBER/FIBER RING BASED CIRCUIT or equivalent should be offered, so that by paying additional charge same physical fiber can be up-graded to n Mbps</u>
20	22. If vendor offers for RF (License band or free band) as last mile then that should be secured and shall satisfy all BHEL specification. For license band, necessary WPC to be provided by vendor. Other accessories required, if any like pole, mast etc. shall be in vendor's scope. PAGE 22 OF 96 OF NIT	We understand that unlicensed band RF last mile can be offered as against clause 2 on Page 17. Kindly clarify	Modified Clause of Page 22 of 96 of NIT-TECHNICAL SPECIFICATION AND SPECIAL CONDITION OF CONTRACT (SCC) Annexure I Point 22 <u>For license band, necessary WPC to be provided by vendor.</u> <u>Other accessories required, if any like pole, mast etc. shall be in vendor's scope</u>
21	OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT MANAGEMENT/ QUALITY ASSURANCE PROGRAMME PAGE 27 OF 96 OF NIT	We request that most of these are not applicable to us	No change in existing clause

- 2) Due date of submission of offer against the subject tender is **extended from 28/11/2016 (15:00 hrs. IST) to 03/12/2016 (15:00 hrs. IST). Techno-commercial bid shall be opened on 03/12/2016 (16:00 hrs. IST).**
- 3) 'No deviation certificate' is attached. Bidder to submit their offer along with stamped & signed copy of this TCN & 'No deviation certificate' as per attached format only.
- 4) Bidder to submit their offer along with stamped & signed copy of this TCN as a token of acceptance.
- 5) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,  
for BHARAT HEAVY ELECTRICALS LTD  
DGM (Purchase)

(Signature, date & seal of authorized representative of the contractor)

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ANNEXURE - IV

**FORMAT FOR NO DEVIATION CERTIFICATE**  
**(To be submitted in the bidder's letter head)**

To,  
Bharat Heavy Electricals Limited,  
POWER SECTOR – EASTERN REGION  
2<sup>nd</sup> FLOOR, Block-DJ, Plot- 9/1, SECTOR  
SALT LAKE CITY, KOLKATA – 700 091  
FAX – 033-2321-1960

**Sub:** “PROVIDING 8 MBPS LEASE LINE LINK ALONG WITH 8 MBPS (1:1) DEDICATED INTERNET BANDWIDTH AND EMAIL GATEWAY AT BHEL: PSER’S KOLKATA OFFICE ON RENTAL BASIS FOR A PERIOD OF 2 YEARS”.

**E-Tender No.:** PSER: PUR: MSX-195-1-16(ENQ:16:PP:0015:PUR:109) Date 08/11/2016 , TCN-01 dtd 18/11/16 & TCN-02-28/11/2016

Dear Sirs,

**With** reference to above, this is to confirm that as per tender conditions, we have visited site before submission of our offer and noted the job content & site conditions etc. We also confirm that we have not changed/modified the tender documents as appeared in the website/newspapers and in case of observance at any stage, it shall be treated as null and void.

**We** hereby confirm that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT *and confirm our acceptance to **reverse auctioning process*** and we hereby convey our unqualified acceptance to all terms and conditions as stipulated in the tender and NIT.

In the event of observance of any deviation in any part of our offer at a later date whether implicit or explicit, the deviations shall stand null & void.

We confirm to have submitted offer strictly in accordance with tender instructions Thanking you,

Yours faithfully,

(Signature, date & seal of authorized representative of the contractor)