



Date: 03-08-2013

Subject: Change in Tender Technical Specification, Technical PQR, Financial PQR and EMD

Tender: Redundant 16 Mbps (1:1) Internet Bandwidth on Fiber for BHEL-PEM, Noida.

Enquiry Ref No. : PE-LPE/114, dtd. 20/07/2013

Corrigenda Ref No. : PE-LPE/114-02

A. FOLLOWING CLAUSES IN TECHNICAL SPECIFICATION, TECHNICAL PQR, EMD AND FINANCIAL PQR OF THE AFORESAID TENDER ARE TO BE READ AS STATED BELOW:

S.NO.	DESCRIPTION/ TENDER CLAUSE	AS APPEARING IN TENDER	TO BE READ AS
1	SPECIFICATION No: PE888S-1302 REV.01 Clause No.4.0	A network consisting of Windows 2003 / 2007 Advanced Server s/w based servers, nodes, switches, Intrusion Prevention System (IPS) network-interfaced LED and Inkjet plotters, laser printers etc. and various design, engineering, drafting and office application s/w already exists at BHEL-PEM. The bandwidth being obtained under this specification is required to be connected and compatible to the existing system.	A network consisting of Windows 2003 / 2008 Advanced Server s/w based servers, nodes, switches, Intrusion Prevention System (IPS), checkpoint firewall and office application s/w already exists at BHEL-PEM. The bandwidth being obtained under this specification is required to be connected and compatible to the existing system.
2.	SPECIFICATION No: PE888S-1302 REV.01 Clause No.6.1	The Service Provider shall provide BHEL total 32 nos. globally valid IP Addresses (both for IPv4 and IPv6).	The Service Provider shall provide BHEL 16 IPV4 and 16 IPV6 globally valid IP addresses.
3	SPECIFICATION No: PE888S-1302 REV.01 Clause No.5.2	The bidder shall have to provide technical guidance to BHEL (or BHEL's AMC vendors) on how to configure the Websense server, Checkpoint Firewalls and Intrusion Prevention System so that the entire solution works as desired.	The bidder shall have to provide technical guidance to BHEL (or BHEL's AMC vendors) with proper documentation (mentioning step by step procedure) on how to configure the Websense server, Checkpoint Firewalls, Intrusion Prevention System, internet proxy and other servers having public IPs like mail gateway, internet website, Document Management System web access etc or any other equipment installed by BHEL during the contract period so that the switchover in case of

For and on behalf of BHEL,

Manoj Kumar
Dy. Manager (IT)



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			failure of one ISP is automatic. All the additional components and services required to ensure the above would be wholly under the scope of the vendor. So, the final cost quoted by the vendor should take care of the same. Bidders also have to submit the detailed plan for implementation of the link to BHEL with the techno-commercial bid and BHEL would vet it. Bidders who did not submit the plan for implementation of the link as per tender technical specification shall be rejected.
4	SPECIFICATION No: PE888S-1302 REV.01 Clause No.5.1, Paragraph 4	It shall be the vendor's responsibility to demonstrate the total solution after configuration of Radware Link load balancer and Cisco Router so that in case of failure of one ISP, another link will take over automatically and also, load of both ISPs may be balanced in case of presence of both ISPs.	It shall be the vendor's responsibility to demonstrate the total solution after configuration of Radware Link load balancer and Cisco Router so that in case of failure of one ISP, another link will take over automatically and also, load of both ISPs balanced in case of presence of both ISPs. Switchover in case of failure of one ISP should be automatic. There shall not be any manual intervention. Additional equipment or application required for the same and their configuration shall be in bidders' scope and bidder should include the financial implication of additional equipment or application in the quoted price.
5	SPECIFICATION No: PE888S-1302 REV.01 Clause No.13.1 Earnest Money	All the bidders shall have to furnish a refundable Earnest Money Deposit (EMD) of Rs.40, 000/- along with the bid in the form of a	All the bidders shall have to furnish a refundable Earnest Money Deposit (EMD) of Rs.150, 000/- along with the bid

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	Deposit	Demand Draft payable to “Bharat Heavy Electricals Ltd.” and payable at New Delhi. The bid shall be rejected without the EMD. The deposit shall not carry any interest.	in the form of a Demand Draft payable to “Bharat Heavy Electricals Ltd.” and payable at New Delhi. The bid shall be rejected without the EMD. The deposit shall not carry any interest.
6	Technical PQR for redundant internet bandwidth at page no.15 of tender document	<p>Bidder should fulfill the following qualification criteria. Bids from any bidder not meeting these qualification criteria shall not be considered for final evaluation.</p> <ul style="list-style-type: none"> • The bidder should be a Tier 1 Class A Internet Service Provider. • The bidder should have support facility in NCR/Delhi region to provide 24x 7x 365 customer support(web based, telephonic and on site support). • Experience of having successfully provided Internet bandwidth (min 8 Mbps) during the last 3 years ending last day of month previous to the one in which bids are invited should be either of the following <ul style="list-style-type: none"> a. Provided Internet bandwidth services of 8 Mbps to two reputed customers. or b. Provided Internet bandwidth services of 16 Mbps to one reputed customers. • The bidder should have centralized trouble ticketing tool for call logging, monitoring and trouble shooting purpose. (a) The bidder should have single Toll Free number/Help Desk for all the call logging and status update. (c) The bidder should have well defined capabilities and procedures to track call 	<p>Bidder should fulfill the following qualification criteria. Bids from any bidder not meeting these qualification criteria shall not be considered for final evaluation.</p> <ol style="list-style-type: none"> 1. The bidder should be a Class A ISP license holder from DoT, Govt. of India and license shall be valid for the duration of the contract (Attach a copy of license). 2. The bidder should have acquired valid ISP, NLD and ILD License from DOT. 3. The ISP should have Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to international destinations. 4. The bidder should have support facility in NCR/ Delhi region to provide 24x 7x 365 customer support (web based,

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		<p>resolution Progress status and provide the updates to the customer. In addition, bidder should have well defined management and technical escalation procedures..</p> <p>(d) The bidder should assign one Service Assurance Manager for the customer.</p> <p>(e) The bidder has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder. The bidder has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 16Mbps (1:1) Bandwidth.</p> <ul style="list-style-type: none"> The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99%.The relevant documents of providing 99% uptime to the reputed customers shall also be submitted. The bidder shall supply the Internet Bandwidth through Ethernet Media only. 	<p>telephonic and on site support).</p> <p>5. Experience of having successfully provided Internet bandwidth (Min 8 Mbps) during the last 3 years ending last day of month previous to the one in which bids are invited should be either of the following</p> <p>a. Provided Internet bandwidth services of 8 Mbps to two reputed customers.</p> <p>or</p> <p>b. Provided Internet bandwidth services of 16 Mbps to one reputed customers.</p> <p>c. Provided Internet bandwidth services of 6 Mbps to three reputed customers.</p> <p>6. The bidder should have centralized trouble ticketing tool for call logging, monitoring and trouble shooting purpose.</p> <p>(a) The bidder should have single Toll Free number/Help Desk for all the call Logging and status update.</p> <p>(b) The bidder should</p>

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			<p>have well defined capabilities and procedures to track call Resolution Progress status and provide the updates to the customer. In Addition, bidder should have well defined management and technical escalation Procedures..</p> <p>(c) The bidder should assign one Service Assurance Manager for the customer.</p> <p>(d) The bidder has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder. The bidder has to provide monthly</p> <p>(e) MRTG Report of usage of Bandwidth and will ensure that getting 16Mbps (1:1) Bandwidth.</p> <p>7. The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99.5%.The relevant</p>

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			<p>documents of providing 99.5% uptime to the reputed customers shall also be submitted.</p> <p>8. The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 16 MBPS Bandwidth without any compression factor through Optical Fiber.</p> <p>9. The connectivity from the service provider's POP to BHEL-PEM premises shall be through Optical Fiber Media only.</p> <p>10. The ISP should be a member of NIXI (National Internet Exchange of India).(Attach a copy of membership document)</p> <p>11. ISP will have to provide 2 days training on Link Load balancer(Radware'-Link Proof-1016) .Bidder should mention the details of training provider.</p>
7.	Financial PQR	N/A	Average annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should not be less than Rs.17,70,000/-(-

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			Rs. Seventeen Lakh Seventy Thousand Only)

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