



# 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

Phone : 033-23216130-31,033-23216130 FAX : 033-23211960

Sub	TENDER CHANGE NOTICE (TCN-02 DTD. 13/06/14)
Job	“Providing of 4 MBPS leased link along with 4 MBPS (1:1) premium quality dedicated internet bandwidth and e-mail gateway at BHEL:PSER’s Kolkata office on rental basis”
Ref	TENDER NO.: PSER:PUR:MSX:192(IV):018 Dtd.21/05/14 & TCN-01 DTD.12/06/14

A) Following clauses of the aforesaid tender is to be read & noted for compliance as stated below while submitting the offer:-

Sl. no.	Description/ Clause as per NIT	As it exists	As it shall be
1	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.24	<p>24. The ISP should have own international gateway. Should have a redundant backbone for mail &amp; internet.</p> <ul style="list-style-type: none"> <li>Link Level redundancy -- Meshed Domestic Internet backbone</li> <li>Carrier Level redundancy -- Carrier Agnostic network through multiple carriers. If one carrier fails then there should be alternative carrier</li> <li>NOC level redundancy -- Dual Network Operation Centers (NOC) at major cities in India.</li> <li>Gateway Level Redundancy -- Multiple International Gateways preferable.</li> <li>Oceanic Path Redundancy -- Multiple Oceanic Paths preferable.</li> </ul> <p>24. The ISP should have a local caching engine for enhanced performance.</p> <p>Vendor has to be submitted document and declaration for all the above criteria. BHEL may go for physical verification if required. The ISP should organize a visit to BHEL official to verify the infrastructure.</p>	<p>24(a). The ISP should have own international gateway. Should have a redundant backbone for mail &amp; internet.</p> <ul style="list-style-type: none"> <li>Link Level redundancy -- Meshed Domestic Internet backbone</li> <li>Carrier Level redundancy -- Carrier Agnostic network through multiple carriers. If one carrier fails then there should be alternative carrier</li> <li>NOC level redundancy -- Dual Network Operation Centers (NOC) at major cities in India.</li> <li>Gateway Level Redundancy -- Multiple International Gateways preferable.</li> <li>Oceanic Path Redundancy -- Multiple Oceanic Paths preferable.</li> </ul> <p>24(b). The ISP should have a local caching engine for enhanced performance. Vendor has to be submitted document and declaration for all the above criteria. BHEL may go for physical verification if required. The ISP should organize a visit to BHEL official to verify the infrastructure.</p>

B) With reference to above, following clarifications, relevant to tender, may please be noted and complied with while submitting the offer:-

Sl. no.	Description/ Clause as per NIT	Bidder's Queries	BHEL's Clarifications
1	Part-C, Technical specification and special condition of contract (SCC), Annexure-I, point no.3 \\The vendor shall have to provide Mail gateway with alternate mail relay host / gateway at least 3 for existing domain\\	The vendor shall have to provide Mail gateway with alternate mail relay host / gateway at least 3 for existing domain. Wis the expectation BHEL from e-mail gateway & of what will be the sizing of email gateway	BHEL having own mail server. Sometime BHEL needs for relay server of ISP where all outbound mail used to push.
2	Part-C, Technical specification and special condition of contract (SCC), Annexure-I, point no.9 \\Spam control mechanism like what so ever mail reported as Spam to be filtered by vendor at their gateway level\\	Spam control mechanism like what so ever mail reported as Spam to be filtered by vendor at their gateway level.	This tender clause is With drawn
3	Part-C, Technical specification and special condition of contract (SCC), Annexure-I, point no.10 \\Internet should have gateway level Spam, Spy, Hack protection mechanism like facility enable through some latest technology (Firewall/UTM)\\	Internet should have gateway level Spam, Spy, Hack protection mechanism like facility enable through some latest technology (Firewall/UTM).	This tender clause is With drawn

Sl. no.	Description/ Clause as per NIT	Bidder's Queries	BHEL's Clarifications
4	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.15 \\ISP should have Spam, Spy, Hack protection mechanism of service through latest technology / Firewall\\	ISP should have Spam, Spy, Hack protection mechanism of service through latest technology / Firewall	This tender clause is With drawn
5	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.16 \\Should be authorized service provider, and should have their own/leased fiber backbone, ISP should be capable of handling VOIP, Video Conference, Sock , Email transferred like protocol. Including good domain resolution server. (2 /3 alternate DNS). And own international gateway\\	ISP should be capable of handling VOIP, Video Conference, Sock , Email transferred like protocol	Bidder Should be authorized service provider, should have their own/leased fiber backbone and shall be fully IPV4 / IPV6 protocol compliant. Vendor should provide good domain resolution server (2 /3 alternate DNS) and should have its own multiple International gateways.
6	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.21 \\Incase 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\\	Incase last mile is provided through fiber, then DARK/RAW FIBER should be offered	This tender clause is With drawn
7	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.24(b) \\The ISP should have a local caching engine for enhanced performance. Vendor has to be submitted document and declaration for all the above criteria. BHEL may go for physical verification if required. The ISP should organize a visit to BHEL official to verify the infrastructure\\	The ISP should have a local caching engine for enhanced performance <b>Please clarify the expectation of BHEL</b>	In case ISP provided service from his local server then caching engine may enhanced performance through acquire DNS information from the local DNS, Caching proxies keep local copies, caching the content etc. For providing service from main backbone clause is not applicable
8	Part-C, Technical specification and special condition of contract (SCC), Terms and Conditions, point no.27(10) \\Other qualification criteria of vendor should be as below Audit: Service provider should allow external auditors nominated by PDIL or similar body for network audit\\	provider should allow external auditors nominated by PDIL or similar body for network audit	Before awarding or for any issue after awarding BHEL may asked for network auditing or audit report. Vendor should allow external auditors nominated by PDIL or similar body for network audit
9	Part-C, Technical specification and special condition of contract (SCC), Annexure-I, point no.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 etc. shall arranged by vendor\\	Router with ISDN back up is asked in the tender. These days ISDN backup for internet link is not relevant	This tender clause is With drawn

- C) Due date of submission of offer against the subject tender is 17/06/14 (15:00 Hrs.). Techno-commercial bid shall be opened on same day (16:00 Hrs.).
- D) Bidders are requested to acknowledge TCN-02 as a token of acceptance in their techno-commercial offer.
- E) '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.
- F) All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,  
for BHARAT HEAVY ELECTRICALS LTD.  
DY. MANAGER (PURCHASE)

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

**PART – F**

**NO DEVIATION CERTIFICATE**

Certified that we have gone through each and every terms and conditions mentioned in the enquiry (Terms and conditions) and offer our unqualified acceptance of the same.

It is also confirmed that the price has been quoted in the format received with the enquiry.

Any deviation found subsequently at any time during execution of order shall be treated null and void.

(Signature of bidder)  
with Seal