



भारत हेवी इलेक्ट्रिकल्स लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT HEAVY ELECTRICALS LIMITED

(A Govt. of India Undertaking)

TENDER CHANGE NOTICE (TCN-04) DATED: 09/08/2011

Sub:	TENDER CHANGE NOTICE (TCN-04) DATED: 09/08/2011
Job:	SETTING UP TELEMEDICINE SYSTEM BETWEEN CORPORATE MEDICAL GROUP, NEW DELHI & PALATONA, BONGAIGAON, JHAJJAR & SATPURA SITES.
Ref:	TENDER NO. PSER: PUR: MSX:214:042 DATED 05/07/2011 , TCN-01 DATED 08/07/2011, TCN-02 DATED 18/07/2011 AND TCN-03 DATED 26/07/2011.

With reference to above, following points , relevant to tender, may please be noted and complied with while submitting offer.

- 1.0 BHEL clarifications to Bidder's query attached vide **Annexure-A** to TCN-04.
- 2.0 All other terms & conditions shall remain unchanged.

Thanking you,

Yours faithfully,
for BHARAT HEAVY ELECTRICALS LTD

DY. GENERAL MANAGER/ PURCHASE

Encl

- 1.0 BHEL's clarifications to bidder's query attached vide **Annexure-A** to TCN-04

S.No.	Reference Clause No of tender Document	Existing Provision	Bidder's Query	BHEL's Clarification
1	Point no.1 of PART-A (PRE-QUQLIFICATION CRITERIA)	Pre-qualification criteria	Please clarify that if any service provider has executed the 3 (Three) Telemedicine systems just two months back before the tender submission and not having any other previous experience then it is acceptable or not. We will appreciate that if above execution experience can be raised by 25 to 50 Nos. (Instead of 3) and out of them 5 or 10 installations should be in last three years. Above criteria will allow the bidding to only genuine and reliable service provider.	As per Pre-qualification criteria-3, Telemedicine system implementation experience is required during last 3 year.
2	Point no.2 of PART-A (PRE-QUQLIFICATION CRITERIA)	Pre-qualification criteria	Please clarify that, Are you looking for the service provider, which is having at least 3 years of continuous presence in the 'Telemedicine' market or in any product. Also clarify about 'list of major customers to be furnished' means list of telemedicine customer or any other customers also.	3 years of continuous presence in the 'Telemedicine' market only.
3	Point no.5 of PART-A (PRE-QUQLIFICATION CRITERIA)	Pre-qualification criteria	You are asking to submit the copy of audited balance sheet and profit & loss account of last 3 years and asking for Average Annual Financial Turnover Rs.13.3 Lakhs only for the last three Financial year ending 31st March 2011 (point No.4). I would like to inform you that balance sheet and profit & loss account is audited only when the turnover is more then Rs 60 Lacs (earlier 40 Lacs) in one financial year and as per your terms the service provider who is not in the criteria of auditing is also eligible to quote the tender. So please clarify that non audited balance sheet and Profit & loss account is acceptable or not.	Audited balance sheet is required.
4	Point no.1 of Scope of Work in Page-06 of tender specification	Telemedicine System Hardware at site	You have only mentioned the 'Video Conferencing Camera with Microphone' but not given any specifications of same. Kindly provide the same as there is no product called 'Video Conferencing Camera with Microphone'	Camera specification is 10 MP resolutions (minimum). However functionality should satisfy. All the camera are to be connected with system and should be uniquely identified and operation able. And should cater the functionality.
5	Point no.5 of Scope of Work in Page-07 of tender specification	Digital Medical Devices	Kindly provide the specifications of all the medical equipments from Sr. No. a to e. Detailed specification of devices will bring all the bidder on a same platform.	Telemedicine Software should support all medical related functionality and should support all functions as specified in the tender
6	Point no.6 of Scope of Work in Page-07 of tender specification	TMS Software to include	<i>Kindly clarify whether 'Cardiac Module' is optional or compulsory because without Tele Cardio module users can not utilize the '12 Lead ECG Machine – Digital' supplied as per tender requirement. We would also like to inform you that item No. 'd. A3 Scanner (will be used for scanning X-ray, MRI film etc.)' of Medical devices can not be utilized without 'Tele Radio Module' in TMS software and you have not asked for the 'Tele Radio Module' in the tender.</i>	Digital medical devices supports all specified functionality may be offer for. All the device should meet all other technical criteria.All the basic functionality under tendered scope should accomplish.
7	Point no.3 of Scope of Work in Page-07 of tender specification	Communication	PSTN Video conferencing system requires a minimum of 128 kbps dedicated, hence needs to be removed.	BHEL will provide adequate bandwidth for VC. PSTN is for voice converses ion only. May read broad band over static IP instead of PSTN
8	Point no.6 of Scope of Work in Page-07 of tender specification	TMS Software to include	Cardiac Module optional – The 12 Lead ECG machine is included in Point no 5, however cardiac module says optional	Digital medical device supports all specified functionality may be offered. The entire device should meet all other technical criteria. Any extra facility from basic requirement may be acceptable.
9	Point no.10 of Scope of Work in Page-08 of tender specification	Video Conferencing (VC)	Video Conferencing (VC): The required ISDN card and interface needs to be mentioned and the specification needs to be provided.	VC may be provided on desktop. BHEL will provide end to end connectivity over ether net (RJ 45) over broadband or ISDN network or by any.
10	Point no.13 of Scope of Work in Page-08 of tender specification	Camera Switching	Camera Switching: The specification and interface for Pathological camera and Sonography camera is not mentioned. If these are existing units the interface needs to be mentioned.	Tendered medical functionality to be accomplished. All medical devices to be connected with medical system by any means (Serial / USB / USB Hub etc.) seamlessly. All the camera are to be connected with system and should be uniquely identified and operation able.
11	Sl. no.3 of PRICE SCHEDULE (OPTIONAL ITEMS-II)	Electronic Pad	The electronic pad for capturing signature of doctor: The specification for this is not mentioned.	This is a gadget which can capture doctor recommendation on writing pad on real-time basis even in off line. On connection to telemedicine system all the soft copy uploaded
12	Page 16 of tender specification , Clause no. 1.1.1.7: (Part-B of GCC) Certificate from the BHEL's scheduled Banks to establish financial capability.	Financial capability	Tenderers must fill up all the schedules and furnish all the required information as per the instructions given in various sections of the tender specification. Each and every page of the Tender Specification & deceleration must be signed bearing seal and submitted along with the offers by the Tender in token of complete acceptance thereof. The information furnished shall be complete by itself. The booklet of G.S.C.C may be retained by the bidder if deceleration is enclosed along with the bid duly filled in and signed and sealed.	Notwithstanding anything mentioned anywhere in the tender specification, the terms and conditions in "pre- qualification" criteria under Part -A only prevail
13	Page 18, Clause 1.3.1: Financial Status: (Part-B of GCC)	Financial capability	A certificate from BHEL's scheduled Bank to prove his financial capacity/capability to undertakes the work of solvency certificate from the concerned Government Authority : 1.3.1 Financial Status : a) A certificate from BHEL's scheduled Bank to prove his financial capacity/capability to undertakes the work of solvency certificate from the concerned Government Authority. b) Contractors other than those who are registered in ER, should submit their audited annual accounts for three years preceding the financial year in which tenders are called for.	Notwithstanding anything mentioned anywhere in the tender specification, the terms and conditions in "pre- qualification" criteria under Part -A only prevail

S.No.	Reference Clause No of tender Document	Existing Provision	Bidder's Query	BHEL's Clarification
14	Point no.3 of Scope of Work in Page-07 of tender specification	Communication	Connectivity & Bandwidth will be provided by BHEL. System shall be capable of using TCP/IP Internet Broadband up to 2 MBPS for Video conferencing and file transfer purpose. However, it should optionally be capable of using any one available communication media viz. PSTN, ISDN, / DSL/ ADSL, MPLS - WAN, GSM (3G). Please clarify For ISDN compatible video conferencing, one need BRI (Basic Rate Interface) ISDN card. BRI interface card is costly; some time it cost equal to video conferencing system cost. Nowadays Internet based video conferencing system are very common. You may consider removing ISDN word to make proposal cost effective.	BHEL will provide end to end communication over TCP/IP.
15	Point no.11 of Scope of Work in Page-08 of tender specification	VOIP	System shall provide Multimedia (video, audio, and data) streaming over network connections using the Internet Protocol (IP), Standards set by the H.323 recommendation including both point to point and multi- point. Conferences. Please clarify For Multi point VC; one require MCU (Multi Conferencing Unit) the same is costing very high; typical MCU may cost Rs. 400,000 (Rs.4 lakhs) onwards. The patient data can be transferred concurrently without MCU. The MCU is video conferencing component. For such small project (4 centers and 1 hub), you need point to point video conferencing system. You may consider removing Multi-point VC word at 2 (two) places to make proposal cost effective.	VC may be provided on desktop. BHEL will provide end to end connectivity over Ethernet (RJ 45) over broadband or ISDN network or by any communication media as specified. BHEL has not asked for Hardware ware based full fledged video conferencing. Telemedicine system may itself provides the VC facility or Software based VC compatible to telemedicine system may also fulfill the requirement
16	Point no.2 of Scope of Work in Page-07 of tender specification	System at the Hub	Does the system at central hub requires to support 4 concurrent Video Conferencing sessions?	For this pilot project duration (1 Year) one dedicated doctor will be there. So for VC one session will be there at a time. But system should have capability for scalability for supporting four concurrent VC sessions.
17	Point no.3 of Scope of Work in Page-07 of tender specification	Communication	VC cannot be supported on PSTN. It may be clarified for what applications PSTN would be used?	PSTN will be used for voice conversation only. Broadband with static IP may be read in place of PSTN for communication. Other alternate communication media will be un altered.
18	Point no.5 of Scope of Work in Page-07 of tender specification	Digital Medical Devices (Sl. No. a to e : 1 for each site)	The specification for the digital medical devices are to be provided or it may be explained that how the technical and financial evaluation would be done for these equipments. Depending on the configuration there is a huge price differences in the medical equipments.	Digital medical device should conform to standards as per tender and support all specified medical and technical specifications.
19	Point no.6 of Scope of Work in Page-07 of tender specification	TMS Software to include	Detailed specifications are required for software modules especially Complete Electronic Patient Record (EPR), Automatic prescription generator, Cardiac Module, Tele cardio software and Tele- Education software. Tele Education module may require additional hardware depending on specified requirements and therefore detailed specification may be provided. Why cardiac module is kept as optional module when ECG equipments are to be supplied at each location? Since there is no provision to quote for optional item in the format provided for Price Schedule, how the suppliers required to quote for optional items?	Telemedicine Software should support all medical related functionality and should support all functions as specified in the tender.
20	Point no.8 of Scope of Work in Page-08 of tender specification	File Transfer Resume Support	Is it required as third party software or requires to be integrated in the Telemedicine software?	3 rd party software which is possible to integrate seamlessly with Telemedicine system may be offered.
21	Point no.10 of Scope of Work in Page-08 of tender specification	Video Conferencing (VC)	Video Conferencing can also be done using desktop software. It may be clarified that a dedicated VC system with TV is required or desktop video chat may be acceptable. Support for ISDN for software VC would requires additional ISDN card. Specification for the ISDN card should be provided.	VC may be provided on desktop. BHEL will provide end to end connectivity over ether net (RJ 45) over broadband or ISDN network or by any.
22	Point no.12 of Scope of Work in Page-08 of tender specification	Multi Serial Utility	It may be clarified that how many instruments would be connected on USB and serial ports simultaneously to a system and therefore how many ports are to be made available in a Telemedicine system.	All medical devices to be connected with medical system by any means (Serial / USB / USB Hub etc.) . It does not matter.
23	Point no.13 of Scope of Work in Page-08 of tender specification	Camera Switching	More clarity may be provided on sonography camera as how and for what application it will be used.	All the camera are to be connected with system and should be uniquely identified and operation able.
24	Point no.18 of Scope of Work in Page-09 of tender specification	MULTI Communication Bridging	VC cannot be supported on PSTN. It may be clarified for what applications PSTN would be used?	Same as Reply serial - 17
25	"Termination clause" of Scope of Work in Page-10 of tender specification	Termination	It may be clarified that what qualifies for 'unsatisfactory services'. Who would be liable for communication failures?	BHEL is strict on the termination clauses. Service down due to communication failure may not accountable as it is in BHEL scope.