

**Kalpana Chawla Government Medical College & Hospital (KCGMC), Karnal, Haryana**

**AMENDMENT NO. – I**

Dated: 20.01.2017

Name of Project: Supply, Installation, Testing, Commissioning & Maintenance of 1 Gbps Internet Leased Line connection (1:1) for Kalpana Chawla Government Medical College & Hospital (KCGMC), Karnal, Haryana

Tender No. : HSCC/KCGMC/IT/ILL/2017 dated 12/01/2017

Reply to Pre Bid Queries raised by bidders during pre -bid meeting held on 18.01.2017 at HSCC's Corporate Office, Noida

S. No	Volume, Page, Clause	Tender Document Clause	Pre-bid Queries	Reply
1	Volume-I Page -17 Scope of Work	Routers, UPS or any other item/equipment required for providing the required 1Gbps Internet Leased Line services should be provided by the agency/service provider without any additional charges. Maintenance of the same during the contract period is the responsibility of the agency/service provider.	Router would be provided as part of the Managed ILL Service. However, UPS is not a part of the standard offering. Request you to please confirm if UPS is required?? Please give clarity on the UPS. Under standard terms, bidder would be providing the Battery Bank.	UPS is to be provided as per the requirement of site. Please refer to Volume-I, Page -17, Scope of Work
2	Volume-I Page -17 Period of Service	The bidder shall provide the services under the contract valid for a period of 05 years starting from the date of Commissioning & Acceptance of the client. However, the services may be reviewed and renewed on yearly basis based on the performance of the agency/service provider. Details of the period of services are as under: 1. Set-up of 1Gbps Internet Leased Line at KCGMC, Karnal - completion within 2 calendar months. 2. Providing services of 1 Gbps Internet Leased Line for the period of 5 years (contract reviewed & renewed on yearly basis).	Please specify the duration of contract period? If the contract period is for 5 years then why will there be a renewal on yearly basis? Please clarify.	Please see in Volume-I, Page No-17, 'Period of service'.
3	Volume-I Page 19 Clause 2	The bidder should provide monitoring tools at KCGMC for Bandwidth/Usage/Performance monitoring on real time basis. The bidder should be capable of providing Bandwidth usage reports, Performance reports on Real time /Hourly /Daily/ Weekly /Monthly basis & Network latency reports. Latency should be standard i.e. 80 ms.	It is understood that the reports required are MRTG based utilization report and uptime reports. The MRTG reports are near real-time and can be downloaded for Hourly/Daily/Weekly/Monthly intervals from the Web Self-Care portal. However, the SLA uptime reports will only be provided on monthly basis. Kindly confirm.	Tender conditions prevails. Please refer to Volume-I, Page 19, Clause 2 and Page 20 clause 1.4
4	Volume-I Page 19 Clause 5	Bidder should give uptime guarantee of 99.5% on monthly basis. If the Quality of Service (QoS) parameters as defined are not met for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed.	The damages for not meeting the stipulated 99.5% are too high. Request you to kindly review and provide relaxation in this clause.	No change, tender condition prevails.
5	Volume I, Page no 18, Period of service, clause no 2	The bidder shall do installation & configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet Leased Line of not less than 1 Gbps.	Please confirm the required termination drop/ port for 1G link?	The required termination drop/port would be for 1G link or higher. It is suggested that site visit should be done to confirm the same. Please refer to Volume-I, Page 6, clause 6.

6	Volume I, Page no 19, Service Performance & Deliverables, clause no 2	The bidder should provide monitoring tools at KCGMC for Bandwidth/Usage/Performance monitoring on real time basis. The bidder should be capable of providing Bandwidth usage reports, Performance reports on Real time /Hourly /Daily/ Weekly /Monthly basis & Network latency reports. Latency should be standard i.e. 80 ms.	Please confirm the latency 80ms is for India locations ? As international location Latency will be high. kindly define the latency parameter. How will the 80 ms latency be measured – is there any reference distance?	Yes, Latency should be standard i.e. 80 ms for locations within India. International latency parameters is not specific. It should be as per the standard norms & practices.
7	Volume I, Page no 18, Period of service, clause no 12	Bidder must possess expertise on the complete set of BGP protocols, and prevent malicious/spurious traffic to KCGMC, Karnal. The bidder shall provide cover to KCGMC during any such global or targeted attacks. DDOS attack is not required. All BGP protocols should be followed.	Please elaborate the requirement which kind of attacks to be prevented (Attacks like Malicious traffic like VIRUS, Malware, Spyware, Intrusion attacks, etc- to be blocked) ?. Do we need to provide Clean connect services. As its clearly mentioned DDOS services not required.	Tender conditions prevails. Please refer to Volume I, Page no 18, Period of service, clause no 12.
8	Volume I, Page no 18, Period of service, clause no 11	Redundancy: The bidder shall provide the last mile i.e local loop based on optical fibre in selfhealing ring topology to enable service availability on 24x7x365 basis.	We understand that the lastmile requirement is in Ring topology . Please confirm complete link redundancy not required? Like Dual lastmile is not required?	Redundancy should be provided. However, last mile dual connection is not required.
9	Volume I, Page no. 20, Clause 1	At the bidder's end the link shall terminate at a Point of Presence (POP), which is owned by the bidding company. The bidder will deliver the last mile on its own optical fibre from bidder's POP to KCGMC premises	Please confirm other service provider lastmile is not acceptable ? It is requested to remove this clause and allow other service provider media as well.	No change, tender condition prevails.
10	-	-	Is there an option to provide overhead last mile?	Overhead last mile is not allowed.
11	-	-	Form T-2 advises the bidder to give details of all works of similar nature. Please give more light on whether the example should be relating to education institutes/ government institutes only or can include those from any industry.	Tender conditions prevails. Please refer to Volume-I, Page 8, Clause 4.
12	Volume I, Page No. 8, Eligibility Criteria Point No. 3	bidder should be a NIXI member	Bidder requested to remove this clause.	No change, tender condition prevails.
13	Volume I, Page No. 8, Eligibility Criteria Point No. 5	Bidder must have their own back-bone NETWORK on fiber and a valid license to operate & provide ISP services.	Bidder requested to remove this clause.	No change, tender condition prevails.
<p>Please note that this Amendment no. – I, shall form part of the tender and all others terms &amp; conditions of the tender shall remain unchanged.</p> <p>Prospective bidders are advised to regularly scan through HSCC e-tender portal <a href="http://www.tenderwizard.com/HSCC">http://www.tenderwizard.com/HSCC</a> as corrigendum/amendments etc., if any, will be notified on this portal only and separate advertisement will not be made for this.</p> <p style="text-align: center;">General Manager (IT), HSCC (I) Ltd. For &amp; on Behalf of DGMER, Panchkula</p>				