

Chittarranjan National Cancer Institute (CNCI), Kolkata

AMENDMENT NO. – I

Dated: 18.10.2018

Name of Project: Supply, Installation, Testing, Commissioning & Maintenance of 1 Gbps Internet Leased Line connection (1:1) for CNCI, Kolkata

Tender No. : HSCC/CNCI/IT/ILL/2018 dated 05/10/2018

Reply to Pre Bid Queries raised by bidders during pre -bid meeting held on 12.10.2018 at HSCC's Corporate Office, Noida

S. No	Volume, Page, Clause	Tender Document Clause	Pre-bid Queries	Reply
1	Volume I, Page No. 18, Sr. No. 9 of 'Technical Specifications and Requirements'	The last mile connectivity upto CNCI premises should not be laid by third party	It is a general industry practice that last mile from nearest Point of Presence to the customer location is either leased from third party or laid through third party. Irrespective of the case, meeting SLA lies in the scope of service provider only thus, this requirement seems to be irrelevant and hence, you are requested to kindly grant exemption from this requirement.	Amended.Please refer to Annexure I.
2	Clause No. 21, Sub-Clause d.(ii) at Pg No. 16	validity period of the PBG is 19 months including the claim period. However, as per the illustration, total validity of PBG should be 20 months (02 months execution + 12 months service period + 03 months + 03 months claim period = 20 months).	You are requested to please clarify the same.	Amended.Please refer to Annexure I.
3	Volume I, Page No. 6, Clause No. 9	The Bidders should make visit to see and understand the current IT set up of CNCI, Kolkata including servers, switches, firewall, wireless controller, access points, Network Management Solution (NMS) etc. at Server room of CNCI, Kolkata so as no incompatibility is left.	Please include details of all required hardware /service in BOQ	The bidder should provide all the required hardware/service as per requirement of site and as mentioned in the tender document.
4	Volume I, Page No. 22, Clause No. 3 Levy/taxes payable by Agency/service provider.(i)	GST, or any other tax or Cess in respect of this contract shall be payable by the agency/service provider and client shall not entertain any claim whatsoever in this respect. However, in respect of GST, same shall be paid by the agency/service provider to the concerned Client on demand and it can be reimbursed to him by the Engineer-in-Charge after satisfying that it has been actually and genuinely paid by the agency/service provider	Request for clarification	Amended.Please refer to Annexure I.
5	Volume I, Page No. 23, Clause No. 4.II	II. The payment of recurring charges will be made on quarterly basis subject to the performance of the satisfactory services and against the submission of the invoice.	Within how many days of successful bill submission	No Change. Tender condition prevails.
6	Volume I, Page No. 18, Section 8	Service Provider should provide details of the proposed connectivity, viz., the name of the cable and landing points of the involved cable.	Does it mean the ISP Cable Landing station details or local POP details from where the Last Mile Fiber is extended	As per industry standards.
7	Volume I, Page No. 18, Section 12	12. Bidder must possess expertise on the complete set of BGP protocols, and prevent malicious/spurious traffic to CNCI, Kolkata. The bidder shall provide cover to CNCI during any such global or targeted attacks. DDOS attack is not required. All BGP protocols should be followed.	Is it DDOS services? Pls explain	Tender conditions prevails. Please refer to Volume I, Page No. 18 Period of service, clause no. 12. DDOS attack is not required. All BGP protocols should be followed.

8	Volume I, Page No. 19, Section 2	The bidder should provide monitoring tools at CNCI 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.	Latency upto which point	latency to be evaluated till provider gateway.
9	Volume I, Page No. 19, Section 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.	On Internet there is no commitment on QOS. Pls remove this statement.	No Change. Tender condition prevails.
10		Router - Details	Make/Model What kind of ports (Optical/Electrical), How many Ports Is the Router connected to Firewall. If yes can the link be directly connected to Firewall & no need of Router. Is the Router required to hold complete Internet Routing Table of 8 Lac BGP routes	No Change. Tender condition prevails.
11	Volume I, Page No. 39	Litigation History	A Telecom company has so many Litigations with regards to its SIM/Mobility with so many retail customers. How is it possible to mention same? Please remove this Clause	The bidder should provide information regarding litigation/ Arbitration cases pertaining to Internet Leased Line/Leased Line connection for the last five years as per Form G.
12	Volume I, Page No. 40, Form T-1	FINANCIAL INFORMATION Financial Analysis-Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three years duly as submitted by the applicant to the Income tax Department (Copies to be attached) and duly certified by the Chartered Accountant mentioning the membership number issued by ICAI along with the full address.	Audited Balance sheet figures are in itself Certified. Please remove the clause of Certification From CA	No Change. Tender condition prevails.
13	Volume I, Page No. 16, d.ii Performance Security	10% of the tendered amount. In the form of BG 2 months plus one year of Inter Leased Line services plus 3 months plus claim period of 3 months beyond that i.e. total (17 months plus 2 months claim period).	It should be for 12 months & renewal of the same every year	No Change. Please refer to Annexure - I.
14	Volume I, Page No. 17, Period of service	1. Set-up of 1Gbps Internet Leased Line at CNCI, Kolkata - completion within 2 calendar months.	1. Set-up of 1Gbps Internet Leased Line at CNCI, Kolkata - completion within 3 calendar months.	No Change. Tender condition prevails.
15	Volume I, Page No. 19 Service Performance & Deliverables	Uptime (%) per month Damages for Service Failure to be deducted from the agency's Invoices. >=99.5 0 >=99 and <99.5 5 % of 'x' >=98.5 and <99 10 % of 'x' >=98 and <98.5 15 % of 'x' >=97.5 and < 98 20% of 'x' >=97 and < 97.5 30% of 'x' where 'x' is the total monthly charges payable to agency	>=98.5 0 >=98 and <98.5 2 % of 'x' >=97.5 and <98.0 5% of 'x' >=97 and <97.5 10 % of 'x' >=96.5 and < 97 12% of 'x' >=96 and < 96.5 15% of 'x' where 'x' is the total Quarterly charges payable to agency	No Change. Tender condition prevails.

16	Volume I, Page No. 23/24 Clause 4 Payment Terms	The 100% payment for One Time Charges of the contract value will be made by client after 90 days of successful commissioning of Internet lease line and acceptance test at the site in terms of agreement	The 100% payment for One Time Charges of the contract value will be made by client after 30 days of successful commissioning of Internet lease line and acceptance test at the site in terms of agreement	No Change. Tender condition prevails.
17	Volume I, Page No. 7 Notice inviting bids	13. This is a Time Bound Project and no time over run is acceptable/ payable. Only bidders who can deliver project in time only need to apply. This tender provides strong disincentive clause as compensation for delay of work @ 1.5 % per month of delay to be computed on a per day basis. Provided always that the total amount of compensation for delay to be paid under this condition shall not exceed 10% of the Tendered value of the item or group of items of work for which a separate period of completion is originally given.	13. This is a Time Bound Project and no time over run is acceptable/ payable. Only bidders who can deliver project in time only need to apply. This tender provides strong disincentive clause as compensation for delay of work @ 1 % per month of delay to be computed on a per day basis. Provided always that the total amount of compensation for delay to be paid under this condition shall not exceed 5% of the Tendered value of the item or group of items of work for which a separate period of completion is originally given.	No Change. Tender condition prevails.
18		Installation address	Kindly provide complete Installation address for link drop	Plot No: DJ-01, Action Area-1D, New Town, Rajarhat Kolkata - 700156
19		Who will be Billing entity & Bill Payment Authority	Request for clarification	Please refer to Volume-I, Page 22-23 Payment terms where-in it is clearly mentioned that payment will be made by client.
20		Supply of Router & Manageability.	Please clarify the responsibility of Router & managed service as manageability can be provided if router by ISP.	Please refer to Volume-I, Page 17 Scope of Work where-in it is clearly mentioned that Routers, UPS or any other items/equipment is to be provided without any additional charges. The maintenance of these equipment/items shall be done by bidder for the entire duration of contract.
21	Power of Attorney		We can submit the Power of Attorney issued to the Authorised Signatory by our organisation for carrying out the laid down instructions and processes which include bid (Tender)response signing. We cannot submit a Power of Attorney for case to case or individual tender basis. Kindly consider.	No Change. Tender condition prevails.
22	Billing		Kindly advise us the billing address on which the billing has to be done considering the GST process. As Telco Service Provider we can only bill to the location where services are being provided.	Plot No: DJ-01, Action Area-1D, New Town, Rajarhat Kolkata - 700156
23			requested to grant extension of one week in the last date of bid submission	No Change. Tender condition prevails.

24	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.	(Bidder has to provide router or router would be provided by CNCI, Also need clarity on UPS part as this has to be provided by CNCI)	Please refer to Volume-I, Page 17 Scope of Work where-in it is clearly mentioned that Routers, UPS or any other items/equipment is to be provided without any additional charges. The maintenance of these equipment/items shall be done by bidder for the entire duration of contract.
25	The bidder should provide monitoring tools at CNCI 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.	(Need clarity, required latency is from CE tp provider 1st Peering point in India)	latency to be evaluated till provider gateway.
26	Damages for Service Failure: 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.	(Request to share QOS parameters)	Please refer to Volume-I, Page 18 Clause 16.
27	During currency of the contract, client reserves the right to re-negotiate on the tariffs being charged, based on market conditions, after one year apart from any other reductions in tariffs due to Government policies.	(Request clarity on contract period it is for 5 years or for 1 year)	Please refer to Volume-I, Page 17 Period of service.

Please note that this Amendment no. – I, shall form part of the tender and all others terms & conditions of the tender shall remain unchanged.

Prospective bidders are advised to regularly scan through HSCC e-tender portal <http://www.tenderwizard.com/HSCC> as corrigendum/amendments etc., if any, will be notified on this portal only and separate advertisement/communication will not be made for this.

General Manager (IT), HSCC (I) Ltd.
For & on Behalf of Director, CNCI, Kolkata

Chittarranjan National Cancer Institute (CNCI), Kolkata**AMENDMENT NO. – I**

Name of Project: Supply, Installation, Testing, Commissioning & Maintenance of 1 Gbps Internet Leased Line connection (1:1) for CNCI, Kolkata.

S. No	Page, Clause	Tender Document Clause	Amended As
1	Volume I, Page No. 18, Sr. No. 9 of 'Technical Specifications and Requirements'	The last mile connectivity upto CNCI premises should not be laid by third party	Removed.
2	Volume I, Page No. 6, Clause No. 7 & Page No. 16, Clause No. 21, Sub-Clause d.(ii)	Performance BG to be valid for the period of completion of work for establishment of these services i.e. 2 months plus one year of Inter Leased Line services plus 3 months plus claim period of 3 months beyond that i.e. total (17 months plus 2 months claim period).	Performance BG to be valid for the period of completion of work for establishment of these services i.e. 2 months plus one year of Inter Leased Line services plus 3 months plus claim period of 3 months beyond that i.e. total (17 months plus 3 months claim period).
3	Volume I, Page No. 22, Clause No. 3 Levy/taxes payable by Agency/service provider.(i)	GST, or any other tax or Cess in respect of this contract shall be payable by the agency/service provider and client shall not entertain any claim whatsoever in this respect. However, in respect of GST, same shall be paid by the agency/service provider to the concerned Client on demand and it can be reimbursed to him by the Engineer-in-Charge after satisfying that it has been actually and genuinely paid by the agency/service provider	GST, or any other tax, levy or Cess in respect of this contract shall be payable by the agency/service provider and client shall not entertain any claim whatsoever in this respect.