

**Safdarjung Hospital & VMMC, New Delhi
(Under Ministry of Health & Family Welfare, Govt. of India)**

AMENDMENT NO. – I

Dated: 27.12.2016

Name of Project: Supply, Installation, Testing, Commissioning & Maintenance of 1 Gbps Internet Leased Line connection (1:1) for Super-specialty & Emergency Block at Safdarjung Hospital, New Delhi
Tender No. : HSCC/Safdarjung/IT/ILL/2016 dated 17/12/2016
Reply to Pre Bid Queries raised by bidders during pre -bid meeting held on 23.12.2016 at HSCC's Corporate Office, Noida

S. No	Volume, Page, Clause	Tender Document Clause	Pre-bid Queries	Reply
1	Volume-I Page -17 Clause 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.	<p>Pls clarify do you specifically require a router or firewall for this new 1Gbps link termination. If you already have the proper Internet Router/Firewall then remove the word router configuration from various clause wherever it is mentioned.</p> <p>Pls clarify What interface on the link is required for 1 Gbps link termination: Whether 1G or 10G . Whether Optical or Electrical Optical Single Mode/Multimode (ISP uses Single mode SFP)</p> <p>Pls also clarify what kind of future expansion of the link Bandwidth you are looking for in next 5 years of the contract.</p>	<p>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.</p> <p>Please see/visit site for further details.</p> <p>Expansion will be as per the requirement of client.</p>
2	Volume-I Page -18 Clause 12	-Bidder must possess expertise on the complete set of BGP protocols, and prevent malicious/spurious traffic to Safdarjung Hospital. The bidder shall provide cover to Safdarjung Hospital during any such global or targeted attacks.	<p>What malicious traffic is mentioned here. The attacks generally are DDOS attack.</p> <p>If DDOS protection is required pls mention its volume size of the attack to be protected. This service will be chargeable as per the volume size.</p>	DDOS attack is not required. All BGP protocols should be followed.
3	Volume-I Page 19 Clause 2	The bidder should provide monitoring tools at Safdarjung Hospital 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.'-	<p>All reports are available on the online portal except the Latency. As on Internet there is no fixed location to provide latency. Otherwise pls mention the locations where specified Latency you are looking for.</p> <p>As per industry standard 80ms is required from your router upto the Service Provider Gateway.</p>	Latency should be standard i.e. 80 ms.

4	Volume-I Page 7 Clause 14	The bidder should provide information regarding litigation/ Arbitration cases for the last five years as per Form G.		Pls remove this clause. Declaration of not blacklisted in govt. can be given.	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.																
5	Volume-I Page no. 19 Clause 5	<table border="1"> <thead> <tr> <th>Uptime (%) per month</th> <th>Damages for Service Failure to be deducted from the agency's Invoices.</th> </tr> </thead> <tbody> <tr> <td>>=99.5</td> <td>0</td> </tr> <tr> <td>>=99 and <99.5</td> <td>5 % of 'x'</td> </tr> <tr> <td>>=98.5 and <99</td> <td>10 % of 'x'</td> </tr> <tr> <td>>=98 and <98.5</td> <td>15 % of 'x'</td> </tr> <tr> <td>>=97.5 and < 98</td> <td>20% of 'x'</td> </tr> <tr> <td>>=97 and < 97.5</td> <td>30% of 'x'</td> </tr> <tr> <td></td> <td>where 'x' is the total monthly charges payable to agency</td> </tr> </tbody> </table>	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		The penalty of 30% is too high. As per industry standard 10% is acceptable.	No change, tender condition prevails.
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6	Volume-I Point 17 Clause 1	Set-up of 1Gbps Internet Leased Line at Safdarjung Hospital - completion within 2 calendar months.		Pls increase the timelines to 3 months as this is a prime area which would require permission for extension of Fiber from service provider nearest point to Hospital premises from various govt. bodies which is the most time consuming process.	No change, tender condition prevails.																
7	Volume-I Page 5, Point no 3	Last date to fill/upload the tender through e-Tendering is 03/01/2017 upto 14:30 hrs. Opening at 15.00 hrs.		Pls give extn of 10 days as it requires detailed onsite visit to understand the feasibility & other aspects. In view of the various holidays in next week it will be difficult to accomplish the task.	Amended at annexure A.																
8	-	-	-	Penalty should not be levied on pre-informed planned downtime	Please refer to Volume-I, Page-19, clause 3																
9	-	-	-	Contract period is 5 years with renewal every year - renewal should not be treated as rate revision exercise	Please refer to Volume-I, Page-10, clause 1.9 & 1.10.																
10	Volume I, Page no. 20, Clause 1	The bidder should have sufficient Gateways to maintain uninterrupted connectivity. Service Providers should have their own gateways.		Request for removal of the clause.	Amended at annexure A.																
11	-	-	-	Support is required in fiber laying from HSCC as it's a sensitive area, NDMC or similar authorities may delay the work	All possible support shall be provided by HSCC.																
<p>Please note that this Amendment no. – I, shall form part of the tender and all others terms & conditions of the tender shall remain unchanged.</p> <p>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 will not be made for this.</p> <p style="text-align: center;">General Manager (IT), HSCC (I) Ltd. For & on Behalf of MS, Safdarjung Hospital</p>																					

Annexure A

Name of Project: Supply, Installation, Testing, Commissioning & Maintenance of 1 Gbps Internet Leased Line connection (1:1) for Super-specialty & Emergency Block at Safdarjung Hospital, New Delhi

Tender No.: HSCC/Safdarjung/IT/ILL/2016 dated 17/12/2016

S. No.	Reference	As per Tender Document	Amendments
1	Volume I, Page no. 20, Clause 1	The bidder should have sufficient Gateways to maintain uninterrupted connectivity. Service Providers should have their own gateways.	Removed.
2	Volume I, Page no. 5, Point No. 3	Last date to fill/upload the tender through e-Tendering is 03/01/2017 upto 14:30 hrs. Opening at 15.00 hrs.	Last date to fill/upload the tender through e-Tendering is 13/01/2017 upto 14:30 hrs. Opening at 15.00 hrs. The Validity of Bid Security/ EMD in the form of Bank Guarantee (BG) will be considered from the revised date of bid submission i.e. <u>13.01.2017</u> as per terms & conditions in the tender document.