

Bharat Heavy Electricals Limited
IVP, Goindwal

Corrigendum

Ref: Tender Enquiry No. IT-1213-01 dated 10.09.2012.

- Point 47 in Terms and Conditions of Point to Point Connectivity for the Contract Period Of One Year is amended as:

47. Service Level Agreement (SLA):

The proposed network will be used extensively for data exchange between BHEL, IVP Goindwal to BHEL, Tiruchchirappalli. **The service provider shall provide support on 24x7x365 basis for the point to point connectivity link.** The service provider shall ensure that the following SLA parameters are met:

○ **Network Availability and Performance:**

Service provider shall monitor the state of the link and network equipment on a 24x7 Basis to ensure that the entire BHEL WAN is up and running. The minimum performance acceptable to BHEL is given in the following table:

SL NO.	Service Level Parameter	Minimum Requirement Per Month	BHEL
1.	Uptime For internet Links	99.5%.	
2.	Maximum packet Loss per link	1.00 %.	
3.	Maximum Latency (Round trip time) between each location and primary hub	120 ms.	
4.	Proactive Notification through Email or SMS in case of service outage	15 minutes.	

The “Uptime” includes both link uptime as well as the end equipment’s (CPE) uptime.

The Downtime/Outage is the period of unavailable time which begins when one of the following situations arises.

All other terms and conditions remain unchanged.

