

SCOPE OF THE 3 YEARS SUPPORT AND SERVICE CONTRACT

The vendor should comply and adhere to the below narrated scope of the contract.

SNo	Scope of the Contract	Yes/No	Remarks
1.1	Onsite installation to be done by the vendor.		
1.2	Onsite service response time should be less than 4 hours.		
1.3	The vendor must ensure the complete validity and support of the product from OEM for three years from the date of installation of the appliance.		
1.4	24x7 support need to be extended by the supplier.		
1.5	Timely Version (firmware) upgrades and patches need to be incorporated in to the live appliance whenever OEM releases new version upgrades and patches.		
1.6	Whenever new configuration or policies needs to be incorporated, the vendor or supplier must accomplish it as per BHEL request.		
1.7	Support level matrix need to be submitted by the vendor in their technical bid itself.		
1.8	Monthly health and threat status need to be analysed by the vendor and the report for same need to submitted at the end of every month.		
1.9	The schedule for the periodical maintenance of appliance and its configuration need to be furnished by the vendor while getting the PO.		
1.10	Incase of failure of the appliance, the replacement must arrive within a day time.		
1.11	All configurations relevant to IP V6 should be done by the vendor as per BHEL's requirement.		