



Bharat Heavy Electricals Limited

Piping Centre, Chennai

Contract for the Primary 12mbps 1:1 Internet Leased Line
(Email and Internet Connectivity)

Terms and Conditions

The vendor shall adhere to the below terms and conditions, and the same shall be incorporated in to the PO indented vide Indent No. 3000013780 dated 07.04.2014.

1. The contract is for three years from the date of installation certified by the BHEL IC executive after commissioning of the line.
2. The payment shall be made quarterly after satisfaction of the service and the invoices shall be submitted in time at the end of every quarter for timely payment.
3. The DNS record entries as per BHEL requirement shall be configured and maintained by the service provider during the contract period.
4. Minimum 7 Public IPv4 addresses shall and a public IPv6 /64 subnet shall be provided and they must be active and available for BHEL all the time.
5. All configurations relevant to IPV6 addresses shall be done by the service provider as per BHELs requirement at the service provider end.
6. All gateway configurations required by BHEL shall be done by the service provider in the router provided by BHEL Piping Centre, Chennai at BHEL's premise.
7. All equipments required for establishing the 12mbps 1:1 dedicated Internet Leased Line shall be supplied by the service provider.
8. Periodical maintenance of all the components related to the connectivity need to be done by the service provider and the service report has to be submitted along with the quarterly bill.
9. No extra cost will be paid for installation, configuration, commissioning and testing of the 12 mbps leased line.
10. The Leased Line Connectivity shall be terminated up to BHEL Piping Centre, Chennai premise with Fibre Optic Connection only and the handover can be given through ethernet.
11. 24/7 monitoring of the line has to be taken care by the Service Provider as managed client.

12. Bandwidth shall be made available on all days including holidays (24/7 365 days).
13. Software for measuring the bandwidth strength shall be provided by the service provider.
14. Technical team need to be nominated by the Service Provider to discuss about commissioning issues and smooth transition from current ISP.
15. The service provider shall have multiple carrier backbones.
16. After the end of contract tenure, the service provider shall extend the contract on BHELs request in PRORATA basis as per existing PO value and terms until the new contract been established by BHEL.
17. Downtime will be calculated based on the below formula and the service provider shall submit their quarterly bill with the amount deducted based on the downtime calculation.

$$\text{Deduction} = A \times D \times F$$

Where,

A = Total quarterly charge/ Number of days in a quarterly bill period (Ex : 91 or 92)

D = Downtime in days

F = Deduction Factor

Downtime (D)	Deduction Factor (F)
1-2 days	1
2 days onwards	2