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**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2015/Tele/15(10)/2

Dated: 22/06/2016

23/6/16
The Chairman & Managing Director,
RailTel Corporation of India Ltd.,
Plot No. 143, Institutional Area,
Opp. Goldsouk, Sector-44,
Gurgaon - 122 003.

ORDER

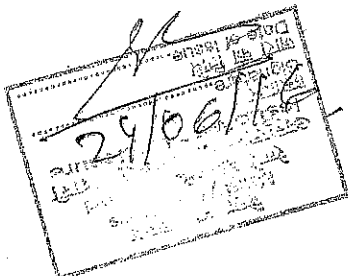
**Sub: Provision of Video Conferencing facility for DRMs, GMs of PUs &
DG/RDSO at 58 locations.**

A proposal regarding engaging RCIL on nomination basis for provision of Video Conferencing facility for General Managers/PUs (7 locations), DG/RDSO and DRMs (50 locations) was under consideration in Board's Office. It has now been decided to convey sanction of Ministry of Railways for provision of Video Conference facility for the 58 locations at a cost of ₹ 1,42,68,000/- (Rupees One crore forty-two lakh sixty-eight thousand only) for the First Year and at a cost of ₹ 1,25,28,000/- (Rupees One crore twenty-five lakh twenty-eight thousand only) for the Second year onwards.

2. The work may be executed as detailed in Annexure.
3. The expenditure will be charged to Revenue, Demand-1(Railway Board).
4. This issues with the concurrence of Finance Directorate of Ministry of Railways.

eyto
(Harish Pawaria)
Director/Telecom

Ph: 011-23388504, 030-44613
Fax:011-23304690, 030-44690
e-mail-dtele@rb.railnet.gov.in



P Singh

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No. 2015/Tele/15(10)/2

New Delhi, Dated: -22/06/15

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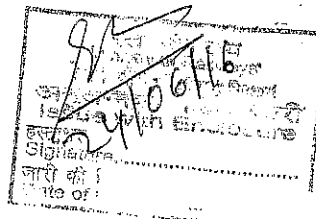
1. FA&CAOs/CR/ECR/NCR/NER/SER/SCR/SR/SECR/SWR/WR/WCR/ Production Units and RDSO.
2. The Principal Director of Audit, Northern Railway, Baroda House, New Delhi-110001.
3. The Deputy Comptroller & Auditor General of India (Railways), Room No. 224 Bhavan, New Delhi.

P. Singh

For Financial Commissioner/Railways

Copy to:

1. GMs/CR/ECR/ECOR/NCR/NER/SER/SCR/SR/SECR/SWR/WR/WCR/ All Production Units & DG/RDSO.
2. F(X)-II and Budget Branches, Railway Board.
3. CSTEs, All Indian Railways/PUs/RDSO.



Annexure

Name of work: Provision of Video Conferencing System (Sakshaat 600TP/VC facility) with DRMs/GMs of PU & DG/RDSO (58 locations) on hiring basis.

<u>S. No.</u>	<u>Description of H/W</u>	<u>Unit</u>	<u>Qty/ No. of End point</u>	<u>Unit Rate (in ₹)</u>	<u>Amount (in ₹) (Per Month)</u>	<u>Amount (in ₹) (Per Annum)</u>	<u>Reference</u>
1	Sakshaat 600 service package per month charges Includes Camera, Codec, mics, Remote, 24X7 helpdesk support, multipoint bridging/ MCU for the no. of subscribed locations connected over RailTel MPLS network to our TPaaSNoC.	No	58	18,000	10,44,000	1,25,28,000	PO No. 2015/Tele/15 (10)/2 dtd. 31.03.2016
2	One time commissioning charges per end point for Camera and Codec H/W Based (Mandatory)	No	58	30,000	17,40,000	17,40,000	PO No. 2015/Tele/15 (10)/2 dtd. 31.03.2016
Total (Taxes Extra)						1,42,68,000	

M/s RailTel Corporation of India Limited will provide Video Conferencing System in the Conference Rooms as per terms given in LOA, from the date of receipt of the acceptance of the order for Provision of Video Conferencing System (Sakshaat 600TP/VC facility) with Railway Board New Delhi (58 locations) on hiring basis. 58 locations include 50 divisions of CR, ECoR, ECR, NCR, NER, SCR, SECR, SER, SR, SWR, WCR & WR, 7 PU's (CLW, DLW, DMW, ICF, RCF/ Kapurthala, RCF/ Raibareilly and RWF) and RDSO.

The term Hiring shall include supply, installation, testing, preventive, corrective maintenance & replacement of equipments and media i.e. total Video Conferencing system. During the contract M/s RailTel Corporation of India Limited shall be responsible for inspection & servicing of equipment regularly as required for 100% availability of the system on 24 x 7 basis.

Video end points units and other equipments such as router, codec, camera, microphones etc. should be provided and installed by M/s RailTel Corporation of India Limited. All the 58 Locations of Video Conferencing will be provided with extended facility of Documents / Presentation sharing. It should be provided by M/s RailTel Corporation of India Limited within the same cost. The same will be returned to M/s RailTel Corporation of India Limited on expiry of the contract period.

The service shall be available on 24x7 basis. Any scheduled shutdown for system maintenance/up gradation will be done by M/s RailTel corporation of India Limited within 48 hours advance intimation to Railways. Any maintenance work without advance intimation to Railways will be treated as failure and penalty will be charged accordingly. Penalty will be deducted from the bills.

Complaints shall be reported to M/s RailTel Corporation of India Limited over telephone or e-mail. M/s RailTel Corporation of India Limited should provide the name, telephone numbers, e-mail IDs of the engineer responsible for maintaining this system and he or they shall receive the call between any times of 24 hours on all days. List of officials of M/s RailTel Corporation of India Limited with level of escalation will be as follows for complaint lodging. Every complaint will be registered under a docket no. by M/s RCIL which will be communicated to Railways,

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SN	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.	e-mail
1	Help Desk	Help Desk; TPaaS-NOC	Tier-1	RCIL, Northern Region, 6 th Floor, III rd Block, Delhi Technology Park, Shastri Park, Delhi-110053	900089327 9/0402778 8074/0402 7821135	Helpdesk.tpaas@railtelindia.com/support.tpaas@railtelindia.com
2	Sh. Mohit Gupta	SrMgr/NOC	Tier-2 Beyond 2 Hours		9717644149	mohitgupta@railtelindia.com
3	Sh. Anand Chandel	DGM/NOC	Tier-3 Beyond 4 Hours		9717644111	a.chandel@railtelindia.com
4	Sh. A.K. Sagar	GM Operations	Tier-4 Beyond 6 Hours		9717644086	aksagar@railtelindia.com
5	Sh. Ashutosh Vasant	RGM/ED	Tier-5 Beyond 8 Hours		9998007500	ashutosh@railtelindia.com

Help Desk, Tpaas-NOC: Primary Responsibility: Operation & Maintenance, Troubleshooting, Corrective & Preventive Maintenance, Monitoring.

Eastern Region

SN	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.	e-mail
1		Help Desk; TPaaS-NOC	Tier-1		900089327 9/0402778 8074/0402 7821135	Helpdesk.tpaas@railtelindia.com/support.tpaas@railtelindia.com
2	Sh. Supati Chakravorty	SrMgr/Planning	Tier-2 Beyond 2 Hours	3rd Floor, Chatrjee International Centre, 33A, Jawaharlal Nehru Road, Kolkata, 700071	9007044117	supati@railtelindia.com
3	Sh. Anoop Jose	DGM/Planning	Tier-3 Beyond 4 Hours		9007041071	anoop@railtelindia.com
4	Sh. K. Lakra	GM Operations	Tier-4 Beyond 6 Hours		9007044200	klakra@railtelindia.com
5	Sh. Pradeep Kumar	RGM/ED	Tier-5 Beyond 8 Hours		9007044110	pradeep@railtelindia.com

Western Region

SN	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.	e-mail
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1		Help Desk; TPaaS-NOC	Tier-1		900089327 9/0402778 8074/0402 7821135	Helpdesk.tpaas@railtelindia.com support.tpaas@railtelindia.com railtelindia.com
2	Sh. RajendraMala kar	SrMgr/NOC	Tier-2 Beyond 2 Hours	Western Railway Microwa ve Complex, S. B Marg, Mahalax mi, Mumbai, 400013	9004444133	rajendra.malakar@railtelindia.com
3	Sh. DV Meena	GM Operations	Tier-4 Beyond 4 Hours		9004444102	dvmeena@railtelindia.com
4	Sh. B.S. Tahim	RGM/ED	Tier-5 Beyond 8 Hours		9004444100	bstahim@railtelindia.com

Southern Region

SN	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.	e-mail
1	Help Desk	Help Desk; TPaaS-NOC	Tier-1	2nd floor, B Block, rail Nilayam, Secunder abad, 500071	900089327 9/0402778 8074/0402 7821135	Helpdesk.tpaas@railtelindia.com support.tpaas@railtelindia.com railtelindia.com
2	Sh. Aditya Tewari	Mgr/NOC	Tier-2 Beyond 2 Hours		9866327886	aditya.tewari@railtelindia.com
3	Sh. Shaileendra Dusa	SrMgr/Tech	Tier-3 Beyond 4 Hours		9866327886	sdusa@railtelindia.com
4	Sh. Suryanarayan a	Jt.GM DN	Tier-4 Beyond 6 Hours		9100943290	vsn@railtelindia.com
5	Sh. P.V. Shrikanth	RGM/ED	Tier-5 Beyond 8 Hours		9701360704	pvs@railtelindia.com

If the full Video Conferencing System fail so that Video Conferencing is not possible from Railway Board to any end points, then the system should be made right within 2 hours. For delayed restoration of every hour or part thereof beyond 2 hours will have two times (double) weightage for calculation of full system downtime.

In any individual end point failure at Delhi, Mumbai, Kolkata, Chennai & Secunderabad, it shall be made right within 4 hours and for end points at other locations, it shall be made right within 12 hours. For delayed restoration of every hour or part then beyond 4 hrs. /12 hrs. (as the case may be) will have two times (double) weightage for calculation of end points downtime.

7 M/s RailTel Corporation of India Limited personnel will follow all security procedures as prescribed by Railways for entry of the personnel and bringing in or taking out of the materials spares concerning for the maintenance and repairing works of the system provided by them.

8 Payment shall be made quarterly in favour of "RailTel Corporation of India Limited". Complete amount of one time commissioning charges (item No.2) will be paid in first quarter while payment for item no. 1 will be made quarterly. the bill will be paid only after finalization of penalty and deduction of

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the same from bill. Payment for item 4 and 5 shall be made as per requirement. The equipments installed in Railway premises for the Video Conferencing System cannot be released at any stage without prior approval. However on mutual consent, service may be terminated with financial adjustment of payment and service rendered for the Intermediate period.

Total payment for first year is Rs 1,42,68,000/- (Rupees One crore forty-two lakh sixty-eight thousand only) excluding taxes as applicable & from second year onwards is Rs. 1,25,28,000/- (Rupees One crore twenty-five lakh twenty-eight thousand only) excluding taxes as applicable. Railway and DOT share charges shall be applicable as per actual.

Payment to M/s RailTel Corporation of India Limited shall be based on the service availability. Therefore, payment of hiring charges shall be regulated as under:-

S No	Uptime/Availability of(in % age)	Payment rate of Hiring charges (in % age)
1	99.5% to 100%	100%
2	99% to < 99.5%	99.5%
3	98% to < 99%	98%
4	Below 98%	Reduction of each 1% of Availability will reduce Payment by 2%

Down time to be calculated separately for each end points and not on total since each end points are billed separately.

If any failure rectified within 15 minutes, the down time will not be considered for calculation of Uptime/Availability.

Calculation of Uptime / Availability in %age :-

- 1. Total number of end points='N'.
- 2. Hours in a month='H'= number of days in that month x 24 hours.
(Say 30 days in a month, So H=30x24=720 hours).
- 3. Total 'end point' hour = H x N.
- 4. Total 'end point' - time failed = $\sum ET$ (e1 end point failed for t1 hrs, e2 end point failed for t2 hrs, e3 end point failed for t3 hrs,.....; So $\sum ET = e1t1 + e2t2 + e3t3 + \dots$)
- 5. So Uptime / Availability = $\frac{H \times N - \sum ET}{H \times N} \times 100\%$

No downtime will be recorded for circuits due to disruption of AC power supply, UPS, display units and failure in last mile connectivity due to Railway works.

Any further amendment that may be imposed time to time by the Government during the contractual period of the contract and such amendments will be applicable for recovery from the bill of M/s RailTel Corporation of India Limited.

Termination shall be made and penalty shall be imposed as per GCC-2014 as amended upto date.

If disputes, differences and whatsoever shall arise between the parties hereto during the continuance of the contract afterwards touching any clause or manner herein contained or the rights duties and liabilities of either party in connection their will shall be referred to arbitration to be appointed by AM/Telecom Railway Board. All such arbitration proceedings shall be held at nominated place and shall be in accordance with an object to the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification free enactments thereof for the time being in force, so far as there are not pugnate to the provisions of G.C.C.-2014.

All Notices, request, consent statement or other communication given or required to be given on behalf of the party herein shall be in writing and shall be issued by or delivered to by hand or mailing the same by Registered Post with A/D in the case of Secretary (Telecom) Railway Board or M/s RailTel Corporation of India Limited by to :-

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Railways	M/s RailTel Corporation of India Limited
Secretary (Telecom) Room No. 124 Rail Bhavan, Ministry of Railway, Railway Board, New Delhi - 110001	Executive Director, Northern Region, M/s RailTel Corporation of India Ltd., Plot No. 143, Institutional Area, Opp. Goldsouk, Sector-44, Gurgaon - 122 003

17 FORCE MAJEURE: Neither Railways nor M/s Railtel Corporation of India Limited, shall be liable to the other for delay in execution of failure of their respective obligations under this contract caused by occurrence of events beyond the control of Railways or M/s RailTel Corporation of India Limited as the cause may be including but limited to fire, explosion, flood, power shortage, acts of God, hostility, acts of public enemy, wars, insurrections, riots, strikes, lockouts, sabotage, any law, status or ordinance, order, action or regulations of the Government, local or other public authorities. Either party shall promptly but not later than fifteen days of the commencement of occurrence of force majeure conditions, notify the other in writing of such contingency of occurrence of force majeure conditions, notify the other in writing of such contingency and prove that such contingency is beyond the control and effect the implementation of this contract adversely and materially. Notice of cessation of force majeure condition will be given to the other party immediately but not later than fifteen days. If such contingency continues beyond ninety days, both parties agree to discuss and agree upon an equitable solution for termination of this contract or otherwise decide the course of action to be adopted. The respective obligations of parties shall be extended for the force majeure provided notices required above are given in time and the contingency established, if so required by the other party.

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