

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

2010/Tele/3(5)1pt.

Date: 06.06.2022

**PCSTEs,
All Indian Railways.**

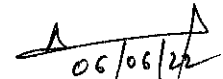
Sub: Review & Standardization of Maintenance Schedules and AMC/ARC contracts for Telecom equipment system used on Indian Railways- Telephone Exchange

**Ref: (i) Railway Board letter vide 2010/Tele/3(5)1pt dated 09.02.2022
(ii) Railway Board letter vide 2010/Tele/3(5)1pt dated 04.03.2022
(iii) Railway Board letter vide 2010/Tele/3(5)1pt dated 06.04.2022**

In continuation to Railway Board letter reference (iii), broad guidelines for maintenance of Telephone Exchange over Indian Railways based on the recommendations of committee have been approved and are enclosed for implementation as Annexure-I.

This issues with the approval of AM/Telecom Railway Board.

Encl: As above

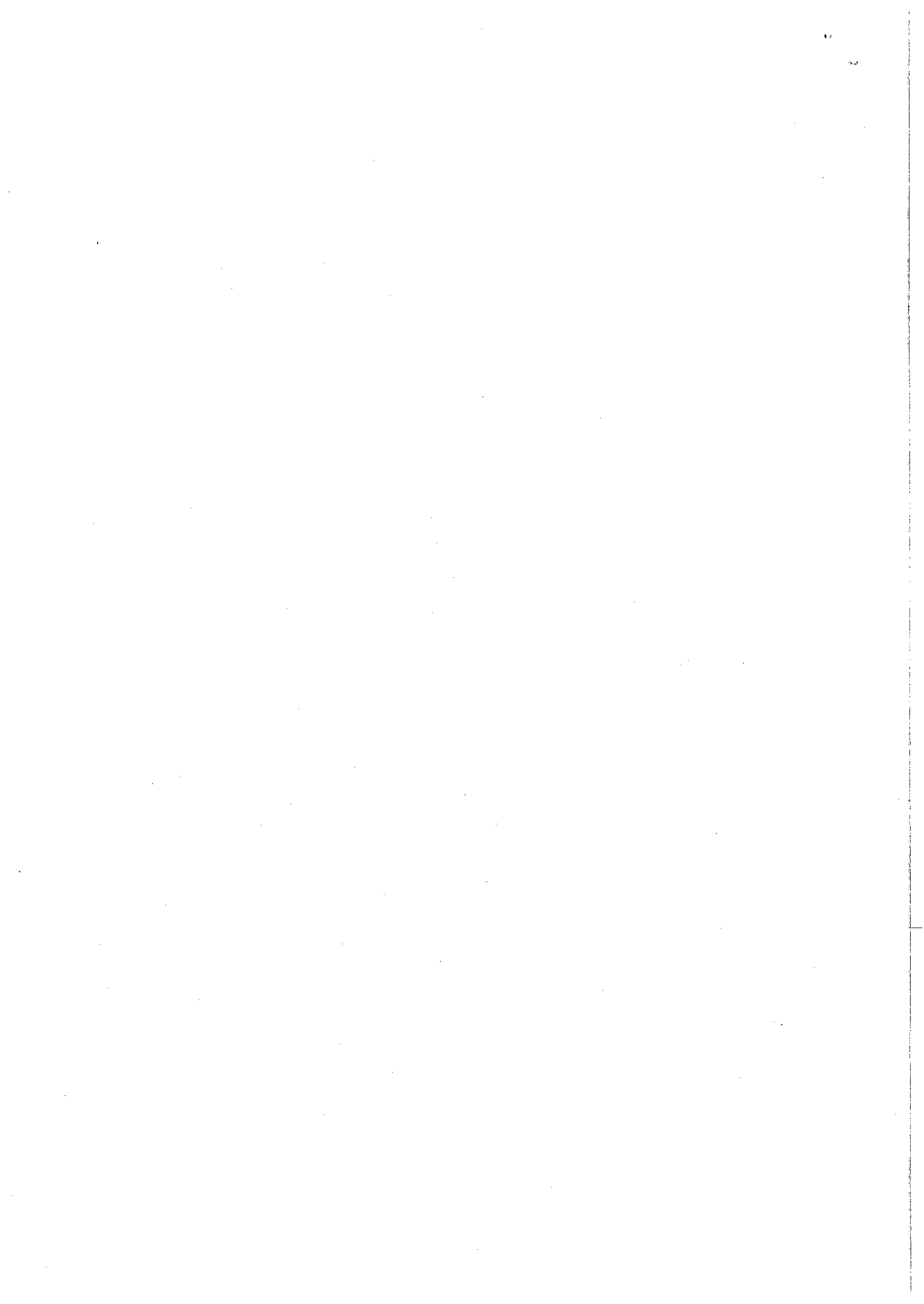


(Dharmendra Singh)

Director/ Telecom

Ph. 011-23388504

Email: dtele@rb.railnet.gov.in



Broad Guidelines for Maintenance of Telephone Exchange over IR

(Included with Letter No. 2010/Tele/3(5)1pt. Dtd. 06.06.2022)

1. Non-IP based exchanges that will be replaced in future works should be maintained departmentally. Information regarding usable spares from released exchanges should be made available on a common portal (Portal to be developed by Sr. Prof/Telecom/IRISET).
2. The IP Exchanges being provided in the Railways should be provided with maintenance arrangement as under:

Common-off-the-shelf (COTS) server IP Exchange	Propriety hardware based IP Exchange
Server should be covered under CAMC preferably from OEM or through an authorized partner.	Hardware should be covered under CAMC preferably from the OEM or through an authorized partner.
Software support should be covered so that any update/patches are provided by the OEM during the support period.	Software support should be covered so that any update/patches are provided by the OEM during the support period.
ARC of IP phones, analog gateways & PRI gateways to be established.	ARC of IP phones, gateway cards & gateway cabinet to be established.
Railway should keep 5% spares for IP phones, Analog gateways, PRI gateways for maintenance purpose.	Railway should keep 5% spares for IP phones, Gateway cards and gateway cabinet for maintenance purpose.

3. **Special Conditions to be incorporated for CAMC**

- a. The Vendor should be the OEM of the equipment or the authorized agent of the OEM.
- b. Undertaking for life time support (codal life) for spare hardware supply and software support to be submitted by the vendor for which they should enter into MOU with manufacturer at the time of submitting bids.
- c. In contracts with supply, installation, commissioning, when the CAMC becomes operational, the PBG and SD to be charged only on the total amount of the CAMC value (and not on the overall contract value).
- d. Vendor has to quote repair cost of each type of IP phones & gateways for ARC and CAMC charges for the server and software.
- e. Vendor shall supply manual/details and impart training to the railway official free of cost. The training part shall include requisite inputs that are needed to enable SSE/Tele and his staff to carry out modifications in connection with creating new numbers, change of class of services, CA-Boss (steno-Officer) configuration, disconnection of phone number, date/time correction, checking errors & their meaning etc.
- f. The Vendor shall provide complete details of his service personnel and complaint escalation matrix. The details shall include field service location of engineer, telephone number, mobile numbers, email ids and address. Details of engineer's seniors in hierarchy shall also be provided so that the fault complaints may be escalated if required.
- g. Message, in case of failure shall be given to the contractor's service engineer by phone/fax/post/email or by any other means. Contractor shall register the complaint and issue a case number.
- h. If any fault/problem is reported then online support should be extended immediately and if faults require field visit, then engineer should come down within 12 hours (may vary depending on the approachability) or as decided by the zonal Railways.

(Signature)
TAT/tele

- i. There shall be no limit on the number of breakdown calls.
- j. Manning of exchange by the contract engineer in the AMC is not required. However, provision to provide remote access securely to the service engineer will be provided for any support requirement. In case field visit is required, the same should be organized free of cost.

3.1 Penalty Clause for CAMC:

- a. If firm representative doesn't rectify within specified hours, then penalty shall be imposed are as under:

Sl. No	Condition	Penalty
1	Up to 24hrs	Nil
2	Between 24hrs to 48hrs	Rs 500/- per hour
3	Beyond 48 hrs	Rs 700/- per hour

4. ARC Scope (for IP phones /gateway cards)

- a. Each Division shall nominate one or more central location for coordination of the repair contract.
- b. The contractor should ensure collection of the defective equipment from the central location within 7 days from the date of intimation by SSE/Telecom or his representative.
- c. The repaired equipment shall be returned after rectification within 30 days of collecting the defective items at the central location from where it was collected.
- d. Railways may also choose to handover/send the defective material to the firm directly instead of asking firm to collect the same.

4.1 Penalty clause of ARC

- e. If the defective equipment are not collected within 7 days then from 8th day ₹ 500/- per day penalty shall be imposed (in case of contractor has to collect). In case equipment is found irreparable, a certificate from OEM to this effect shall be produced within 30 days.
- f. In case the contractor fails to return the required set within 30 days from the date of handing over of the defective equipment penalty will be imposed are as under:

Sl. No	Condition	Penalty
1	Up to 30 days	Nil
2	Between 30 days to 45 days (Incl)	20 % of repair cost of equipment
3	Between 45 days to 60 days (Incl)	30 % of repair cost of equipment
4	Between 60 days to 75 days (Incl)	50 % of repair cost of equipment
5	Above 75 days	100 % of the repair cost equipment

5. Scope of Railway:

- a. Maintenance of power supply, earthing, routine activities like cleaning, wiring, termination, changing of defective equipment etc. shall be done departmentally.

(10/11)
T. S. S. S.