

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

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

Dated: 31/03/2016

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 HQ of CORE, NFR
(Construction) and at all the 17 Zonal Railways.**

A proposal regarding engaging RCIL on nomination basis for provision of Video Conferencing facility for HQ of CORE, NFR (Construction) and at all the 17 Zonal Railways was under consideration in Board's Office for some time in the past. It has now been decided to convey sanction of Ministry of Railways for provision of Video Conference facility for the above locations at a cost of ₹ 46,74,000/- (Rupees Forty Six Lakh Seventy Four Thousand Only) for the First Year and at a cost of ₹ 41,04,000/- (Rupees Forty One Lakh Four 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.
4. This issues with the concurrence of Finance Directorate of Ministry of Railways.



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Director/Telecom
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...2/-

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

New Delhi, Dated: 31 /03/2016

Copy to:

1. FA&CAOs, All Indian Railways, CORE Allahabad, N.F. Railway Construction.
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, Rail Bhavan, New Delhi.



For Financial Commissioner/Railways

Copy to:

1. F(X)-II and Budget Branches, Railway Board.
2. CSTE, All Indian Railways.
3. CSTE/CORE, Allahabad.
4. CSTE/Const./N.F.Railway, Guwahati.

Name of work: Provision of Video Conferencing System with HQ of CORE, NFR (Construction) and at all the 17 Zonal Railways (total 19 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 Annum)</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 TPaaS NoC.	No	19	18,000	41,04,000
2	One time commissioning charges per end point for Camera and Codec H/W Based (Mandatory)	No	19	30,000	5,70,000
3	Last Mile Charges			Nil	Nil
Total (Taxes Extra)					46,74,000
4	Recording charges/ month for a 120 minutes call with HD quality and online portal access with a max. Storage of 10 such recordings. One such recording can be done at a time.	No.	As per requirement	4,500	4,500
5	Live Streaming/ session/ month Live TP/ Video call streaming services. Can be availed only along with recording service. Max. 100 nos. of users can view at a time in unicast mode.	No.	As per requirement	5,000	5,000
2	M/s RailTel Corporation of India Limited will provide Video Conferencing System as per terms 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 (total 19 locations) on hiring basis.				
3	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.				
4	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 Nineteen 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.				
5	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.				
6	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,

Northern Region

S N	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.
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	9000893279/04027788074/04027821135
2	Sh. Mohit Gupta	SrMgr/NOC	Tier-2 Beyond 2 Hours		9717644149
3	Sh. Anand Chandel	DGM/NOC	Tier-3 Beyond 4 Hours		9717644111
4	Sh. A.K. Sagar	GM Operations	Tier-4 Beyond 6 Hours		9717644086
5	Sh. Ashutosh Vasant	RGM/ED	Tier-5 Beyond 8 Hours		9998007500

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

Eastern Region

S N	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.
1		Help Desk; TPaaS-NOC	Tier-1		9000893279/04027788074/04027821135
2	Sh. Supati Chakravorty	SrMgr/Planning	Tier-2 Beyond 2 Hours	3rd Floor, Chatrjee International Centre, 33A, Jawaharlal Nehru Road, Kolkata, 700071	9007044117
3	Sh. Anoop Jose	DGM/Planning	Tier-3 Beyond 4 Hours		9007041071
4	Sh. K. Lakra	GM Operations	Tier-4 Beyond 6 Hours		9007044200
5	Sh. Pradeep Kumar	RGM/ED	Tier-5 Beyond 8 Hours		9007044110

Western Region					
S N	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.
1		Help Desk; TPaaS-NOC	Tier-1		9000893279/04027788074/04027821135
2	Sh. Rajendra Malakar	SrMgr/NOC	Tier-2 Beyond 2 Hours	Western Railway Microwave Complex, S. B Marg, Mahalaxmi, Mumbai, 400013	9004444133
3	Sh. DV Meena	GM Operations	Tier-4 Beyond 4 Hours		9004444102
4	Sh. B.S. Tahim	RGM/ED	Tier-5 Beyond 8 Hours		9004444100

Southern Region					
S N	Name of RCIL Official	Designation of RCIL officials	Escalation level (Tier)	Office Address	Mobile No.
1	Help Desk	Help Desk; TPaaS-NOC	Tier-1	2nd floor, B Block, rail Nilayam, Secunderabad, 500071	9000893279/04027788074/04027821135
2	Sh. Aditya Tewari	Mgr/NOC	Tier-2 Beyond 2 Hours		9866327886
3	Sh. Shaileendra Dusa	SrMgr/Tech	Tier-3 Beyond 4 Hours		9866327886
4	Sh. Suryanarayana	Jt.GM DN	Tier-4 Beyond 6 Hours		9100943290
5	Sh. P.V. Shrikanth	RGM/ED	Tier-5 Beyond 8 Hours		9701360704

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	<p>Payment shall be made quarterly in favour of "RailTel Enterprises Ltd.", a fully owned subsidiary of RCIL providing Enterprise services. Complete amount of one time commissioning charges 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 the same from bill.</p> <p>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.</p>															
9	<p>Annually payment for first year is Rs 46,74,000/- (Rupees Forty Six Lakhs Seventy Four Thousands only) excluding taxes as applicable and the annual payment from second year onwards is Rs. 41,04,000/- (Rupees Forty One Lakhs Four Thousands only) excluding taxes as applicable.</p>															
10	<p>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:-</p> <table border="1" data-bbox="239 660 1428 940"> <thead> <tr> <th data-bbox="239 660 287 750">S N</th> <th data-bbox="287 660 790 750">Uptime/Availability of (in % age)</th> <th data-bbox="790 660 1428 750">Payment rate of Hiring charges (in % age)</th> </tr> </thead> <tbody> <tr> <td data-bbox="239 750 287 784">1</td> <td data-bbox="287 750 790 784">99.5% to 100%</td> <td data-bbox="790 750 1428 784">100%</td> </tr> <tr> <td data-bbox="239 784 287 817">2</td> <td data-bbox="287 784 790 817">99% to < 99.5%</td> <td data-bbox="790 784 1428 817">99.5%</td> </tr> <tr> <td data-bbox="239 817 287 851">3</td> <td data-bbox="287 817 790 851">98% to < 99%</td> <td data-bbox="790 817 1428 851">98%</td> </tr> <tr> <td data-bbox="239 851 287 940">4</td> <td data-bbox="287 851 790 940">Below 98%</td> <td data-bbox="790 851 1428 940">Reduction of each 1% of Availability will reduce Payment by 2%</td> </tr> </tbody> </table> <p>Down time to be calculated separately for each end points and not on total since each end points are billed separately.</p> <p>If any failure rectified within 15 minutes, the down time will not be considered for calculation of Uptime/Availability.</p> <p>Calculation of Uptime / Availability in %age :-</p> <ol style="list-style-type: none"> 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 $\sum ET = e1t1 + e2t2 + e3t3 + \dots$) <p>So Uptime / Availability = $\frac{H \times N - \sum ET}{H \times N} \times 100\%$</p>	S N	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%
S N	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%														
11	<p>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.</p>															
12	<p>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.</p>															
13	<p>Termination shall be made and penalty shall be imposed as per GCC-2014 as amended up to date.</p>															
14	<p>All 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 subject 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 repugnant to</p>															

	the provisions of G.C.C.-2014.				
15	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 or to :-				
16	<table border="1"> <thead> <tr> <th>Railways</th> <th>M/s RailTel Corporation of India Limited</th> </tr> </thead> <tbody> <tr> <td>Secretary (Telecom) Room No. 124 Rail Bhavan, Ministry of Railway, Railway Board, New Delhi - 110001</td> <td>Executive Director, Northern Region, M/s RailTel Corporation of India Ltd., Plot No. 143, Institutional Area, Opp. Goldsouk, Sector-44, Gurgaon - 122 003</td> </tr> </tbody> </table>	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
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	<p>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.</p>				

