



इंडियन रेलवे कैटरिंग एवं टूरिज़्म कॉरपोरेशन लिमिटेड

(भारत सरकार का उद्यम-नवरत्न)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise-Navratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

No. IRCTC/ITC/IT(NGeT)/14/2025/ITC/02 E.C.#49580

Dated: 01.07.2025

M/s Bharti Airtel Limited

Airtel Center, Plot No 16, Udyog Vihar,

Phase IV, Gurugram, Haryana-122015

Email: namit.nigam@airtel.com

Sub: Purchase Order for Procurement of two nos. of Point-to-Point Leased Line links of 100 Mbps each.

**Ref: 1. Your commercial offer submitted dated 24.06.2025.
2. Negotiation meeting held at IRCTC office on 30.06.2025.**

With reference to the above-mentioned subject, contract for **Procurement of two nos. of Point-to-Point Leased Line links of 100 Mbps each** is placed to you as per the following Terms and Conditions: -

S.N.	Description	Remarks
1.	Details of works	Supply, installation, commissioning and maintenance of Point-to-Point Lease Line Services. Refer Annexure-I for more details.
2.	Total Contract Value	₹ 2,28,920/- including GST (Rupees Two Lakhs Twenty Eight Thousand Nine Hundred Twenty Only)
3.	Security Deposit	5% of the contract value i.e. ₹ 11,446.00 (Rupees Eleven Thousand Four Hundred Forty-Six Only) shall be deposited with IRCTC in the form of security deposit within 15 (Fifteen) days from the issuance of PO.
4.	Scope of Work, Period of Services, Delivery Condition, Installation & Acceptance, Payment Terms, Termination, Consignee & Delivery Address, Service Levels and Penalty	As per Annexure-I
5.	Signing of Service Agreement/ agreement contract and Non-Disclosure Agreement	Within 7-days from the date of issuance of LOA.
6.	Detailed SoR	As per Annexure-II .

**Kindly acknowledge the receipt of this letter and convey your acceptance with submission of SD.
This issues with finance vetting and approval of competent authority.**

Suresh Kumar Sharma
GGM/Services
IRCTC/CO

Copy to:

1. GGM/IT-I, GGM/Fin. - For information please.



कॉर्पोरेट कार्यालय: 4वां तल, टावर-डी, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029. दूरभाष: 011-26181550, 26181551

Corporate Office : 4th Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029. Tel.: -011-26181550, 26181551

1. Scope of Work:

- a. The Telecom Service Provider (TSP) shall supply, install, commission and maintain Point-to-Point Lease Line Services as per details given below

Link	Location A	Location B	Link Capacity and handoff
Link-1	Centre for Railway Information System (CRIS Chanakyapuri, New Delhi - 110021	RailTel Data Centre, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurugram 0 122003	100 Mbps on Ethernet handoff on copper
Link-2		National Informatics Centre (NIC) Data Centre, Metro Station, IT Park Road, near Shastri Park, Metro Vihar, Shastri Park, Jagjit Nagar, Delhi, 110053	100 Mbps on Ethernet handoff on copper

b. Hardware Provisioning & Maintenance

- TSP shall provide all the requisite equipment such as CPE equipment, converters etc., and any other hardware required to provision the leased circuits on Ethernet hand off. The CPE routers are already available at both the locations. The maintenance and ownership of all such equipment installed by TSP will be with TSP only.
- CRIS shall provide power and space for co-locating the termination equipment without any charges.

2. Period of Services:

Six months from the date of acceptance link by IRCTC, extendable to further six months on sole discretion of IRCTC.

3. Delivery Condition:

Within one week from the date of issue of purchase order.

4. Installation and Acceptance

The bandwidth must be supplied in full as per ordered specifications. Testing and acceptance shall be done by the CRIS Network team.

5. Payment Term:

- Payments to TSP shall be made by IRCTC in arrear at the end of each quarter, after receiving proper and undisputable invoices from TSP. Invoice must include all the particulars as required under the GST Act and Rules.





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- b. Payments shall be subject to deductions of any amount for which TSP is liable to pay penalty as per Service Levels & Penalties clauses.
- c. All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income- Tax Act, and any other taxes.
- d. TSP shall ensure to pay GST or any other taxes charged, within stipulated time and to file the return within stipulated time to enable IRCTC to claim input credit.

6. Termination:

With one-month prior written notice by IRCTC.

7. Consignee and Delivery Address:

- Consignee: GGM/IT-2, IRCTC LTD., 2nd Floor, Tower-D, World Trade Center, Nauroji Nagar, New Delhi 110029.
- Service Delivery Address: GM/NGeT, Centre for Railway Information System (CRIS) Chanakyapuri, New Delhi – 110021

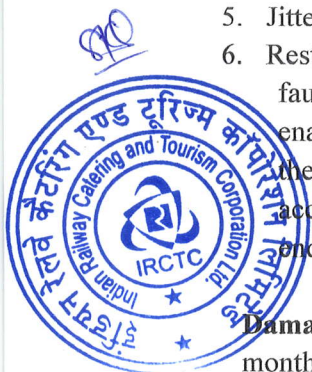
8. B. Service Levels and Penalties

Quality of Service (QoS) Parameters:

The below mentioned service level parameters shall be monitored at CRIS NOC. In case any performance degradation is observed in any of the provided links, the reports shall be shared with the service providers NOC.

1. Uptime in % for each Link: - 99.5 % on monthly basis.
2. Latency (Round Trip delay): Latency will be measured by calculating the average round trip delay for 1000 ICMP pings of 1000 bytes each with a sampling period ranging from 1 to 5 minutes, between the router terminating the link at one end and the router terminating the link at the other end. The round-trip delay is governed by the load factor of the link as well as the transmission distance of the link / channel. This average response time should not exceed the following when the link is at < 70% utilization, with a sampling period ranging from 1 to 5 minutes:
 - 10 milli second (ms) for Link-1 and Link-2
3. Packet drops on all the links should be less than 0.1% at any given point of time.
4. Error Rate: should be better than 1 in 10⁻⁶.
5. Jitter: - Should be less than 30% of the specified latency between respective locations.
6. Restoration of Faults: - On receipt of complaint, TSP shall make best efforts to localize the fault and restore the same at the earliest. CRIS shall provide all necessary support for enabling testing of the circuit. Circuit shall be considered to be restored when TSP has tested the circuit to the satisfaction of IRCTC & CRIS. The fault duration shall be accounted accordingly. It will be the responsibility of TSP to show proper working of circuit on end-to-end basis so that the QoS parameters as defined in clause 7.0 above are met.

Damages for Service Failure: TSP should give uptime guarantee of 99.5% of each link on monthly basis. In case uptime falls below the guaranteed level, IRCTC will impose Damages for Service Failure. The uptime shall be computed separately & penalty shall be imposed separately for each link If the Quality of Service (QoS) parameters as defined in Clause 2 above are not





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met for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed.

S. No.	Uptime (%) per month	Damages for Service Failure to be deducted from the service provider invoices.
1	≥ 99.5	0
2	≥ 99 and < 99.5	5% of 'x'
3	> 95 and < 99	10% of 'x'
4	≤ 95	$(115 - \text{Uptime}\%)$ % of 'x'
where 'x' is the total monthly charges payable to TSP for each link		

If the uptime (%) per month is less than 95% for 2 months consecutively, IRCTC reserves the right to review and surrender the link(s) without giving any notice period.

Down time due to the following situations will not be considered for the purpose of damages calculation for downtime:

- Link down due to power failure and CPE (Customer Premises Equipment) fault at the respective locations.
- Scheduled maintenance by the vendor, with prior intimation to CRIS & IRCTC.

Decision of IRCTC on performance shall be final and binding on TSP.





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Annexure-II

Schedule of Rate (SoR)

Link	Location A	Location B	Link Capacity and handoff	One Time Charges	ARC Costing for 6 months	Shared Router Port Charges	Total Price for 6 months
Link-1	Centre for Railway Information System (CRIS) Chanakyapuri, New Delhi - 110021	RailTel Data Centre, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurugram 0 122003	100 Mbps on Ethernet handoff on copper	N/A	₹ 72,500	N/A	₹ 72,500*
Link-2		National Informatics Centre (NIC) Data Centre, Metro Station, IT Park Road, near Shastri Park, Metro Vihar, Shastri Park, Jagjit Nagar, Delhi, 110053	100 Mbps on Ethernet handoff on copper	₹ 20,000	₹ 1,01,500	N/A	₹ 1,21,500*

*Taxes extra as applicable.

