

**COMPREHENSIVE AMC (ANNUAL MAINTENANCE CONTRACT)**  
**PROPOSAL FOR CCTV & SECURITY SYSTEMS INSTALLED AT**  
**AP HIGH COURT, AMARAVATI**

## **1.1 WORK SCOPE**

To provide the comprehensive AMC (Annual Maintenance Contract) services for cctv& security systems installed @ AP High Court, Amaravati.

Activities to be carried out includes but not limited to the following:

1. Providing 02 no's of support engineers (with minimum of intermediate / diploma / degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the cctv / security / surveillance infrastructure for any prestigious institution present within India along with hands-on knowledge on passive networking) on exclusive basis during the entire maintenance period on 12\*6 mannerto carry out all the maintenance and operation activities of cctv and security infrastructure installed at AP High Court and to ensure uninterrupted and smooth flow of respective services on 24\*7 basis.
2. To obtain the service / support pack from the respective OEM's (Original Equipment Manufacturer) for all the existing cctv and security infrastructure installed in AP High Court viz., PTZ Cameras / Dome Cameras / Bullet Cameras / Network Video Recorders / Hard disks / online UPS / Televisions / Network Switches / Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner etc. and to take responsibility of replacement of any or all of the items in such setup with same make & model (or) equivalent and compatible item in case of any hardware / software / operation failure. Further, to obtain back-to-back support for all the existing cctv and security infrastructure directly by respective OEM during the Maintenance Period and successful bidder has to furnish letter from respective OEM on Service Agreement / Letter towards loading back-to-back order with OEM for replacement of the respective items in case of any hardware / software / operation failure within 72 working hours from the date and time of reporting the issue.
3. In addition to the above-mentioned service / support pack from respective OEM's, the bidder has to carry all the material as mentioned in the "Material Requirement" section on hand at site on proactive manner to repair / replace any (or) all of the existing cctv and security infrastructure in case of any software / hardware / operation failurewithin 72 working hours from the date and time of reporting the issue.

4. Attending all kind of cctv and security infrastructure maintenance and operation activities in AP High Court on daily basis as per the instructions of the authority.
5. Taking all pro-active and re-active steps to ensure hardware, software and operation protection to the existing cctv and security infrastructure installed in AP High Court.
6. Replacing / Repair of any kind of hardware / software / cabling / operation / equipment issue w.r.to existing cctv and security infrastructure installed in AP High Court viz., PTZ Cameras / Dome Cameras / Bullet Cameras / Network Video Recorders / Hard disks / online UPS / Televisions / Network Switches / Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner etc. within 72 working hours from the time of reporting the issue.
7. Supply, Installation, Commissioning and Activation of any additional cameras, NVR's, TV's etc. with respective cabling and peripherals on any ad-hoc requirement of the authority and to integrate them with existing equipment / software on cost-to-cost basis.
8. Inspection and providing alerts to the authority on all the cctv and security infrastructure related licenses / software / subscriptions / warranty / end-of-life etc. on pro-active basis and renewing / upgrading them on cost-to-cost basis (if required).
9. Providing / Ensuring backup to the software installed w.r.to the CCTV setup and to restore / rectify the same within 24 hours in case of any system / software crash.
10. Providing / Ensuring frequent and regular updates to the software installed w.r.to the CCTV setup as provided by the respective OEM and to ensure full support from respective OEM for any kind of software support / backup / upgrades / restoration / maintenance / knowledge sharing etc.
11. Takeover of complete management / control / operation w.r.to IP address mapping and administration, credentials management and protection, software support and operation, NVR handling etc. for the existing CCTV setup installed @ AP High Court.
12. Ensuring uninterrupted and stable flow of power supply to cctv and security infrastructure and to take precautionary measures to fine-tune the same on cost-to-cost basis (if required) as per the instructions of authority.

13. Performing all kinds of daily maintenance and operational activities w.r.to cctv and security equipment including but not limited to cameras cleaning / reset / adjustment / replacement / position changing / focus alternation, on / off management, NVR record / data / storage / software / integration, projection of CCTV footage to TV's etc.
14. Identification of network cable cuts, connectivity issues on both proactive and reactive manner and re-laying / replacing / splicing / jointing etc. of network cables (or) any other equipment / peripherals in those areas so as to ensure 100% and 24\*7 end-to-end network cable / equipment integration without any connectivity loss(es) to the cctv and security equipment.
15. Identification / numbering / dressing / tagging of each and every cctv and security equipment on both sides of end-user / site and hub / operation room.
16. Maintenance of cctv and security hub room(s) and operation room(s) w.r.to the factors of temperature / power / rodent entries / cleanliness / dressing / tagging / numbering etc. and taking all proactive / reactive steps in ensuring 100% compliance to the same as per the existing industry standards.
17. Providing training and documentation on the cctv and security infrastructure present in the AP High Court on comprehensive basis.
18. To carry out preventive health checks (software / hardware / operation / fine-tuning etc.) to the entire cctv and surveillance equipment on quarterly basis and to submit actions recommended report to the authority on the issues identified / to-be rectified / to be fine-tuned etc. as per the existing industry standards and best practices. Further, this hardware and software preventive health check to be ascertained by the respective OEM (Original Equipment Manufacturer) at least on bi-yearly basis in writing.
19. Taking the responsibility of 24\*7 cctv and security infrastructure overall availability (minimum 99.5% availability and uptime) for the entire maintenance period...Also, to take the responsibility of ownership in every issue that is raised to OEM (Original Equipment Manufacturer) for better co-ordination and speedy resolution.
20. Any other cctv and security equipment maintenance and operation related task as entrusted by the authority during maintenance period.

## 1.2 MANPOWER & MATERIAL REQUIREMENTS

To provide the following manpower and material to the AP High Court on exclusive basis during the entire maintenance period on 12\*6 manner as per the work scope defined in section 1.1 to ensure uninterrupted and smooth maintenance to the cctv and security infrastructure installed at AP High Court:

### **Manpower Requirement:**

- 02 no's of Support Engineers with minimum of intermediate / diploma / degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the cctv / security / surveillance infrastructure for any prestigious institution present within India along with hands-on knowledge on passive networking.

### **Note:**

1. *Manpower shall be provided on exclusive basis and the bidder shall take the responsibility of replacing the manpower within no time if the existing resource has vacated the office for whatsoever reason.*
2. *The AP High Court can conduct interview(s) for the man power provided and to accept / reject the man power provided towards the cctv and security infrastructure maintenance.*

### **Material Requirement:**

- The bidder has to obtain the service/support pack from the respective OEM's (Original Equipment Manufacturer) for all the existing cctv and security infrastructure installed in AP High Court viz., PTZ Cameras / Dome Cameras / Bullet Cameras / Network Video Recorders / Hard disks / online UPS / Televisions / Network Switches / Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner etc. and to take responsibility of replacement of any or all of the items in such setup with same make & model (or) equivalent and compatible item in case of any hardware / software / operation failure. Back-to-Back support for all the existing cctv and security infrastructure is to be provided directly by respective OEM during the Maintenance Period and successful bidder has to furnish letter from respective OEM on Service Agreement / Letter towards loading back-to-back order with OEM for replacement of the respective items in case of any hardware / software / operation failure.

In addition to the above-mentioned service / support pack from respective OEM's, the successful bidder has to carry all the material as mentioned below on hand at site on proactive manner to repair / replace any (or) all of the existing cctv and security infrastructure in case of any software / hardware / operation failure within 72 working hours from the date and time of reporting the issue

- CAT6 / CAT6A UTP LAN Cable – 3000 mtrs
- Multi-mode/Single-Mode 6F Armored Fiber Cable – 1000 mtrs & respective fiber modules / media convertors
- CAT6 / CAT6A patch panels – 02 no's
- PTZ Cameras / Dome Cameras / Bullet Cameras – 05 no's as required at site
- 24-port Network Switches (same make & model (or) equivalent and compatible) for CCTV operation – 02 no's
- 4TB Hard disks for CCTV setup – 10 no's
- UPS system with 12V-42AH / 12V-65AH Batteries along with respective connectors / accessories – Lumpsum manner as per the site requirement to ensure uninterrupted and stable flow of power supply to cctv and security equipment
- Batteries for Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner – Lumpsum manner
- Splicing Tool – 01 no's
- TV's of same size as existing – 01 no's
- Crimping and Punching Machine – 01 no's
- BOSCH – GBH 2-26 DRE + Drill Chuck Professional 1-2 KG Rotary Hammer with drilling peripherals – 01 no's
- Liberti 1208 8 feet Aluminium Step Ladder with Utility Tray – 01 no's
- Fiber and CAT6 / CAT6A cable connectivity checking machine/equipment – 01 no's
- All kinds of CAT6 / fiber patch cords with respective peripherals as required – 05 no's
- CAT6/CAT6A i/o's / jacks / patch cords, dual and single face plates, back boxes, wall-mount / pole-mount plates and accessories, HDMI Cables, fiber modules, media convertors, display cables and convertors, junction boxes, 1 inch / 2 inch PVC / flexible piping / casing, any other network and cctv peripherals, ad-hoc labour etc. – lump sum as required in the due course of maintenance

Note:

1. *The AP High Court can conduct quality test(s) for the material provided and to accept / reject the material provided towards the bio-metric and access control infrastructure maintenance.*

### 1.3 TECHNO-COMMERCIAL PROPOSAL:

S.N o.	Item Description	Duration	Unit Price (without taxes)	Total Price (without taxes)
1	<b>Manpower</b> <ul style="list-style-type: none"> <li>02 no's of Support Engineers with minimum of intermediate / diploma / degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the cctv / security / surveillance infrastructure for any prestigious institution present within India along with hands-on knowledge on passive networking</li> </ul>	12 months		
2	<b>Material</b> <ul style="list-style-type: none"> <li>Service / Support pack from the respective OEM's (Original Equipment Manufacturer) for all the existing cctv and security infrastructure installed in AP High Court viz., PTZ Cameras / Dome Cameras / Bullet Cameras / Network Video Recorders / Hard disks / online UPS / Televisions / Network Switches / Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner etc. and to take responsibility of replacement of any or all of the items in such setup with same make &amp; model (or) equivalent and compatible item in case of any hardware / software / operation failure. Back-to-Back support for all the existing cctv and security infrastructure is to be provided directly by respective OEM during the Maintenance Period and successful bidder has to furnish letter from respective OEM on Service Agreement / Letter towards loading back-to-back order with OEM for replacement of the respective items in case of any hardware / software / operation failure.</li> </ul>	12 months		

- CAT6 / CAT6A UTP LAN Cable—3000 mtrs
- Multi-mode / Single-Mode 6F Armored Fiber Cable—1000 mtrs& respective fiber modules / media convertors
- CAT6 / CAT6A patch panels—02 no's
- PTZ Cameras / Dome Cameras / Bullet Cameras—05 no's as required at site
- 24-port Network Switches (same make & model (or) equivalent and compatible) for CCTV operation—02 no's
- 4TB Hard disks for CCTV setup—10 no's
- UPS system with 12V-42AH / 12V-65AH Batteries along with respective connectors / accessories—Lumpsum manner as per the site requirement to ensure uninterrupted and stable flow of power supply to cctv and security equipment
- Batteries for Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner—Lumpsum manner
- Splicing Tool—01 no's
- TV's of same size as existing—01 no's
- Crimping and Punching Machine—01 no's
- BOSCH - GBH 2-26 DRE + Drill Chuck Professional 1-2 KG Rotary Hammer with drilling peripherals—01 no's
- Liberti 1208 8 feet Aluminium Step Ladder with Utility Tray—01 no's

	<ul style="list-style-type: none"> <li>• Fiber and CAT6 / CAT6A cable connectivity checking machine / equipment—01 no's</li> <li>• All kinds of CAT6 / fiber patch cords with respective peripherals as required—05 no's</li> <li>• CAT6 / CAT6A i/o's / jacks / patch cords, dual and single face plates, back boxes, wall-mount / pole-mount plates and accessories, HDMI Cables, fiber modules, media convertors, display cables and convertors, junction boxes, 1 inch / 2 inch PVC / flexible piping / casing, any other network and cctv peripherals, ad-hoc labour etc.—lump sum manner as required in the due course of maintenance</li> </ul>			
<b>Total Price (Excl. of all taxes)</b>				