

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

1.1 WORK SCOPE

Comprehensive AMC (Annual Maintenance Contract) Proposal For Security Systems Installed @ AP High Court, Amaravati, Details As Follows:

Sl.No	Name of the Equipment	
01	HHMD's	08
02	DFMD's	08
03	Baggage Scanner's	03
04	Body worn Cameras	02
05	Breath Analyzers	02

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

1. Providing 01 support engineer (with minimum of intermediate / diploma / degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the Electronic security systems 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 manner to carry out all the maintenance and operation activities electronic and security systems 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 Electronic security systems infrastructure installed in AP High Court viz., Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanners,/ Body worn Cameras, Breath analyzers 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 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 48 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 Electronic security systems infrastructure in case of any software / hardware / operation failure within 48 working hours from the date and time of reporting the issue.
4. Attending all kind of security systems 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 security systems infrastructure installed in AP High Court.
6. Replacing / Repair of any kind of hardware / software / cabling / operation / equipment issue w.r.to existing security systems infrastructure installed in AP High Court viz., Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner etc. within 48 working hours from the time of reporting the issue.
7. Supply, Installation, Commissioning and Activation of any additional Security systems i.e. 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 security systems 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 frequent and regular updates to the software installed w.r.to the security systems 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.
10. Ensuring uninterrupted and stable flow of power supply to security systems infrastructure and to take precautionary measures to fine-tune the same on cost-to-cost basis (if required) as per the instructions of authority.
11. 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 Security equipment.

12. Identification / numbering / dressing / tagging of each and every security equipment on both sides of end-user / site and hub / operation room.
13. Maintenance of security systems 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.
14. Providing training and documentation on the security systems infrastructure present in the AP High Court on comprehensive basis.
15. To carryout preventive health checks (software / hardware / operation / fine-tuning etc.) to the entire security 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, these hardware and software preventive healths check to be ascertained by the respective OEM (Original Equipment Manufacturer) at least on bi-yearly basis in writing.
16. Taking the responsibility of 24*7 security systems 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.
17. Any other security systems 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 security systems infrastructure installed at AP High Court:

Manpower Requirement:

- 01 Support Engineer with minimum of intermediate / diploma / degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the security systems 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 security systems 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 security systems infrastructure installed in AP High Court viz., Hand-held Metal Detectors / Door Frame Metal Detectors/ Baggage Scanner, Breath Analyzers, Body Worn Cameras 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 security systems 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 security systems infrastructure in case of any software / hardware / operation failure within 72 working hours from the date and time of reporting the issue

- Batteries for Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner – Lumpsum manner
- 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
- CAT6 / CAT6A cable connectivity checking machine/equipment – 01 no's

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	Qty	Unit Price (without taxes)	Total Price (without taxes)
1	Manpower 01 Support Engineers with minimum of intermediate/diploma/degree qualification and with minimum of 3 years industry experience and sound technical knowledge in handling the security systems infrastructure for any prestigious institution present within India along with hands-on knowledge on passive networking (Duration 12 Months)	01		
2	HHMD's (Hand Held Metal Detectors) Make : Godrej Model: GSCAN HZ 10	08		
3	DFMDs (Door Frame Metal Detectors) Make : Godrej Model: GSCAN 9Z	08		
4	X-Ray Baggage Scanners (X-Bees) Make:NUCTECH, Model: CX6040BI	03		
5	BODY WORN CAMERAS, Model: Sop 07-WiFi(32GB), Serial No-2000 & Serial No 2001	02		
6	Breath Analyzers, Make:Fuel cell technology Model: FiT 239-Pro	02		
7	Material 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 security systems 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. (Duration 12 Months) • 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 security systems equipment • Batteries for Hand-held Metal Detectors / Door Frame Metal Detectors / Baggage Scanner – Lumpsum manner • 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 (Duration 12 Months)			
Total Price (Excl. of all taxes)				

Tender Notification - II

Tender Published Date	Tender Subject	Tender Closing Date	Tender Document
10.09.2024	For “Entering into Comprehensive Annual Maintenance Contract (CAMC) for HHMDs, DFMDs, X-BIS (Baggage Scanners), Body Worn Cameras, Breath Analyzers and their accessories installed in the premises of the High Court of Andhra Pradesh.”	25.09.2024	Detailed Tender Notification Document Enclosed