

NON-COMPREHENSIVE AMC (ANNUAL MAINTENANCE CONTRACT)
PROPOSAL FOR 118 CCTVS INSTALLED AT AP HIGH COURT MAIN
BUILDING & 28 CCTVS INSTALLED AT ANNEX BUILDING OF AP HIGH
COURT, AMARAVATI, DETAILS AS FOLLOWS:

1.1 SCOPE OF WORK

This proposal covers the **Non-Comprehensive AMC (Annual Maintenance Contract)** for **118 CCTV Cameras** installed at AP High Court Main Building (Dome – 115, Bullet – 03) **28 CCTV Cameras** installed at Annex Building.

Supporting Equipment as detailed below:

Sl. No.	Equipment	Quantity
01	CCTV Cameras (Main Building)	118
03	32-Channel NVRs	04
04	10 TB HDD (AV Type)	32
05	24-Port PoE Network Switch (Unmanaged)	01
05	16-Port PoE Network Switch (Unmanaged)	04
06	8-Port PoE Network Switch (Unmanaged)	08
07	CCTV Cameras (Annex Building)	28
08	16-Channel NVRs with POE Switches (In built)	03
09	06 TB HDD (AV Type)	03

Specification as Given Below :-

S.No	Item Description	Qty	Unit Price (without taxes)	Total Price (without taxes)
1	Manpower 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 CCTVs/ security / surveillance infrastructure for any prestigious institution present within India along with hands-on knowledge on passive networking	02		

I	<u>AP High Court Main Building -118 CCtVs</u>			
2	(Make: Honeywell), Model: HC35W45R2 5 Megapixel Network IR Bullet (03) / Dome (115) Cameras, 5MP High resolution, Up to 30fps, Color: 0.1Lux (F1.6,1/30sec), B/W:0Lux (IRLEDOn), 3.2~10mm(3.1x)/0.05 Lux / F1.6 (color, 30IRE), 0Lux/ F1.6 (IR ON), motorized varifocal lens, IR viewable length: 40m/50m, Day & Night(ICR),WDR(120dB), H.265, H.264, MJPEG, Multiple streaming supported, Defocus detection, Directional detection, Motion detection, Enter / Exit, Tampering, Hallway view (90°/270°), LDC support, Micro D/SDHC/SDXC memory 1 slot(Max.128GB), IP66, IP67 &IK10	118		
3	(Make: Honeywell), Model: HN35320800NR 32 channel NVR capacity, min. 8MP/12MP/32MP Resolution, max. 400Mbps network camera recording, HDMI out, User friendly UI / UX, Dynamic Event support – New event function of cameras is available without software update, Bookmark management (Up to 100 set), H.265,H.264, MJPEG compression support, SATA 8ea (Up to80TB)	04		
4	(Make:LG) Model: 65UR801C 65 inch Real Ultra HD Smart Television with Quad Processor (SoC) A5 Gen5 AI Processor 4K, Brightness 300nit, AI ThinQ, 2 HDMI Ports 1 USB Ports LAN Wi-Fi 1 Headphone Jack 1 AV Output Slot 1 RF Slot, 20 Watts Output AI Acoustic Tuning Down Firing Speaker Direction AI Sound Clear Voice III etc.	02		
5	(Make: Western Digital (WD)) 10 TB HDD AV type	32		
6	(Make: ROVA) 16-Port Unmanageable POE Network Switch	01		

7	(Make: ROVA) 16-Port Unmanageable POE Network Switch	04		
8	(Make: ROVA) 8-Port Unmanageable POE Network Switch	08		
II	<u>Annex Building of AP High Court CCTVs -28</u>			
9	(Make: WiseNet Bullet Camera) Model: QNO-8080R 5M H.265 IR Bullet Camera * Max. 5Megapixel (2592 x 1944) resolution * 3.2~10mm(3.1x) motorized varifocal lens * 0.15Lux (Color), 0Lux (B/W, IR LED on) * H.265, H.264, MJPEG codec support, Multiple streaming * Day&Night (ICR), WDR (120dB) * Tampering, Motion detection, Defocus detection * Micro SD / SDHC / SDXC memory slot (Max. 128GB) * Hallway view, Wise Stream II support * IR Viewable length 30m (98.42ft) * IP66, IK10, PoE.	21		
10	(Make: WiseNet Dome Camera) Model: QNV-8010R 5M H.265 IR Dome Camera * Max. 5Megapixel (2592 x 1944) resolution * 2.8mm fixed lens * 0.15Lux (Color), 0Lux (B/W, IR LED on) * H.265, H.264, MJPEG codec support, Multiple streaming * Day&Night (ICR), WDR (120dB) * Tampering, Motion detection, Defocus detection * Micro SD / SDHC / SDXC memory slot (Max. 128GB) * Hallway view, WiseStream II support * IR Viewable length 20m (65.62ft) * IP66, IK10, PoE.	07		
11	(Make: WiseNet NVR) Model: QRN-1620S 16CH 8MP NVR with PoE switch * Up to 16CH 8MP resolution	03		

12	* H.265, H.264, MJPEG codec * WiseStream support * 128Mbps network camera recording * Dual track recording * Plug & play by 16 PoE port * Max. 2 HDDs(Up to 12TB) * HDMI, VGA output * P2P service(QR code) (Make: Western Digital (WD)) 06 TB HDD AV type	03		
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Activities under AMC:

Deployment of Support Engineers:

Provide **02 qualified support engineers** (Diploma / Degree with minimum 3 years of experience in CCTV / Security Systems & Networking) on **exclusive basis**, available on **12x6 schedule**, responsible for maintenance and operation of CCTV & security systems ensuring **24x7 uptime**.

OEM Support Packs:

Obtain and maintain active **OEM Service / Support Packs** for all installed systems (PTZ / Dome / Bullet Cameras, NVRs, HDDs, UPS, Switches, TVs, Metal Detectors, Baggage Scanner etc.) Ensure **back-to-back OEM support agreements**, with replacements arranged **within 72 working hours** of issue reporting.

Material Readiness:

Maintain essential spares and consumables at site as listed in Section 1.2 to enable repair/replacement within **48 working hours**.

Routine Maintenance & Operations:

Daily system checks, cleaning, adjustments, re-positioning of cameras, monitoring NVR recording, storage management, and TV display operations.

Proactive & Reactive Maintenance:

Fault identification, cable rectification, hardware/software restoration, and preventive actions to avoid downtime.

Repair & Replacement:

Ensure timely replacement/repair of defective hardware/software/cabling.

Ad-hoc Installations:

Supply, install, and integrate additional cameras, NVRs, TVs, etc. on **cost-to-cost basis** when required.

Software & License Management:

Monitor license/subscription status, renew/upgrade as required (cost-to-cost basis).

Maintain software backups and restore within **24 hours** in case of system crash.

Apply OEM-released software/firmware updates regularly.

System Administration:

Manage IP mapping, credentials, NVR administration, and overall system operation.

Power Management:

Ensure stable power supply to all equipment, implementing corrective actions if needed (cost-to-cost basis).

Network Integrity:

Detect and rectify cable cuts, perform splicing/jointing, and ensure uninterrupted end-to-end network connectivity.

Infrastructure Maintenance:

Maintain Hub/Operation Rooms with proper temperature, cleanliness, rodent protection, labeling, and structured cabling standards.

Training & Documentation:

Provide training and updated documentation to AP High Court staff regarding CCTV & security infrastructure.

Preventive Maintenance:

Conduct **quarterly preventive health checks** (hardware, software, operations).

Submit detailed reports with recommendations. Ensure **OEM-certified preventive checks at least twice a year**.

System Uptime Commitment:

Ensure **99.5% uptime availability** of CCTV and security systems throughout AMC period.

Act as single point of responsibility for OEM coordination and resolution.

Any Additional Tasks:

Attend to any CCTV/security-related tasks assigned by AP High Court authority.

1.2 MANPOWER & MATERIAL REQUIREMENTS

Manpower **02 Support Engineers** (Diploma/Degree, 3+ years CCTV/Security experience, networking knowledge). Manpower shall be **exclusive**, with immediate replacement provided if any resource exits. AP High Court reserves right to **interview and approve/reject** the deputed manpower. Material (To Be Maintained Onsite) CAT6 / CAT6A UTP LAN Cable – **3000 mtrs.** Multi-mode/Single-mode 6F Armoured Fiber Cable – **1000 mtrs.** + Modules/Media Converters Patch Panels (CAT6/CAT6A) – **02 Nos.** PTZ / Dome / Bullet Cameras – **05 Nos.** 8/16/24-Port Network Switches (OEM compatible same brand as OEM) – **02 Nos.** 4TB HDDs for NVR – **10 Nos.** UPS System with Batteries (12V-42AH / 12V-65AH) – As per site requirement Batteries for Metal Detectors / Baggage Scanner – As required Splicing Tool – **01 No.** Professional Drill Machine with Peripherals – **01 No.** 8 ft Aluminium Step Ladder with Utility Tray – **01 No.** Crimping & Punching Tool – **01 No.** CCTV Testing Tools (Fiber & CAT6) – **01 No.** TVs (same size as existing) – **01 No.** Patch cords, IOS-connectors,(RJ-45 Jacks) wall-mount/pole-mount accessories, HDMI/display cables, PVC/flexible pipes, junction boxes, etc. – **Lump sum.**

Note:

All material supplied shall be subject to **quality checks** by AP High Court before acceptance.

Tender Notification - I

Tender Published Date	Tender Subject	Tender Closing Date	Tender Document
10.09.2024	For “Entering into Non-Comprehensive Annual Maintenance for CC TV Cameras (Dome & Bullet Cameras, CC TV Monitors etc, installed in the premises of High Court of Andhra Pradesh.	25.09.2024	Detailed Tender Notification Document Enclosed