

ANNEXURE-I

SCOPE OF WORK

Work covered in this tender document shall generally be as detailed herein below. However, the contractor shall be responsible to complete the work in all respects and in doing so provide/supply all facilities which may not be covered explicitly herein below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from contractor's Scope.

Detailed Scope of work: The Broad responsibility areas of the Contractor will inter alia be as under:

Annual Maintenance of CCTV Systems covering the following: All the products installed like CP plus fixed cameras, DVR's, Power Supply, accessories, cables etc. related to CCTV systems shall be maintained by the contractor with periodic maintenance i.e. three times in every month during the contract period to ensure its proper functioning of the CCTV Surveillance System.

- a) All the items which are mentioned in the rate schedule shall be covered under the Non Comprehensive AMC for 2 year.
- b) In case of any technical snag it should be attended within 24 hours.
- c) Attending to break down call on urgent basis.
- d) A quarterly maintenance chart should be maintained and get it signed from concerned authority.
- e) Free replacement shall be provided in case of any defect/fault/failures in any passive component like Connectors, Power Connectors, Cables and Lenses.

The AMC does not cover the following:

- a) If the products are damaged from our end due to mishandling, hitting by equipment's etc. it shall not be covered by the party.
- b) In case of any defect due to force majeure conditions needing replacement of spares, the spares shall be arranged by contractor with prior approval on approved rates and shall be claimed separately by submitting proper supporting.
- c) Hard Disk, DVR and Camera replacement is not covered under AMC, it will be replaced as per actual cost or approved rates.