

**RAILWAY CLAIMS TRIBUNAL**

दिल्ली / Delhi

(प्रधानपीठ / Principal Bench)

13/15, मालरोड, दिल्ली-110054

**13/15, Mall Road, Delhi-110054**

No. RCT/DLI/CCTV Cameras/19-20

Dated: 02.11.2021

**NOTIFICATION**

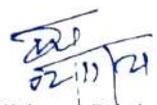
Sub: Annual Maintenance Contract for CCTV Camera's System installed in the premises of RCT, Delhi

Railway Claims Tribunal, Principal Bench requires a comprehensive Annual Maintenance Contract (AMC) for the period of two year from the date of contract signing for the following equipment, CCTV (DVR) System connected 03 TVs and 08 Cameras with the following terms & conditions.

**Terms & Conditions**

1. The agreement will be initially valid for a period of two years from the date of signing of the agreement. It is expandable up to 05 years based on the satisfactory performance by the contractor on the same terms & conditions with mutual agreement amongst the parties.
2. The contractor will undertake a monthly preventive maintenance, repair and replace the entire equipment like cameras, Networking Recorder (NVR), Display unit, etc., if necessary of CCTV system installed in RCT/Delhi during the contract period without any extra charges during the validity of the contract period.
3. Any type of breakdown in the working of the CCTV and its peripheral due to the negligence of the company's employee will be a cause for termination of the contract without any prior notice if the Railway administration is not satisfied with the working of the firm.
4. The payment will be made to the party on a quotation basis at the end of each quarterly after submission of the bill through NEFT.
5. The maximum response time on receipt of a complaint will be 04 hours. The firm's representative will attend to the complaint on the same date or in the morning of next working day. In case the firm fails to attend to the complaint for more than two days at a stretch, Rs. 50/- per day will be deducted from the quarterly bill. Any failure to attend to the complaint within the stipulated time will result in the termination of the contract.
6. A history sheet for CCTV Cameras will be maintained and will signed by each user for this purpose and a copy of the same will be attached with the quarterly bill for payment.

7. In case there is any delay or deficiency in the work of the AMC provider, a penalty of Rs. 500/- for each incident shall be levied and the same will be deducted from the contractor's bill.
8. The contractor will maintain a record of the maintenance/preventive maintenance sheet and will hand over one copy to RCT, Delhi.
9. The firm will undertake regular maintenance without any extra charges during the contract period.
10. The Agency shall respond within one working day from the time of receiving complaint/call from RCT/DLI about dysfunction of equipment/system by deputing competent Engineer/ Technician to attend defective equipment.
11. Railway Claims Tribunal will review the performance, if necessary on a behalf yearly basis and if the RCT feels that the services of the firm are not satisfactory. The contract will be terminated without any notice.
12. Normally, the repair of equipment will be undertake in the RCT office, if it is not possible to repair is at the RCT office and if it is required to be taken to the contractor will have to provide standby equipment. For transporting the equipment to the contractor's workshop, written permission will have to be taken by the contractor and all the transportation expenses for the send will be borne by the contractor. The contractor will return the equipment is good working condition within the duration decided by both the parties.
13. Repairs to any items of the CCTV Cameras/ system and its peripherals which do not fall under AMC for which expenditure is up to a ceiling limit of Rs. 3,000/- on each occasion shall be got done from the AMC Engineer on a single quotation basis. The AMC contractor shall be bound to carry out the aforementioned additional work as and when required on the terms stipulated in the agreement.
14. The contractor shall be responsible for any damage or loss incurred to RCT property/any type of breakdown in the working of office equipment due to his negligence and this would be a sufficient cause for the termination of the contract without any prior notice.
15. The contract of the service shall include above mentioned CCTV cameras and its peripherals. The contract shall include replacement of spare parts, if any, free of cost.
16. RCT will not be responsible for any mishap/injury caused to the labour engaged by the contractor of this work.
17. The contractor may terminate the agreement at any time by giving two months period notice to RCT.
18. In case of any dispute between the owner and the contractor, the matter will be referred to the sole arbitrator to be appointed by Hon'ble Chairman, RCT, Delhi.
19. Firms interested in providing a comprehensive annual contractor services which includes the maintenance of hardware/software, can submit their offer along with the term & condition of AMC for the above mentioned equipment in a sealed cover envelop addressed to the Additional Registrar, Railway Claims Tribunal, 13/15 Mall Road Delhi – 110054. Personally or by speed post on before 11.11.2021 between 10:00 hours to 16:00 hours.

  
Additional Registrar