

रेलदावाअधिकरण  
RAILWAY CLAIMS TRIBUNAL  
दिल्ली / Delhi  
(प्रधानपीठ / Principal Bench)

13/15, मालरोड, दिल्ली-110 054  
13/15, Mall Road, Delhi-110 054

No.: RCT/DLI/CCTV Camera/Installation/2019-20

Dated : 26.11.2021

**Notice inviting-Tender/Quotation**

**Comprehensive Annual Maintenance Contract for CCTV(DVR) System and 08 Cameras**

Railway Claims Tribunal invites tender/quotation from reputed/authorized firms engaged in the business of providing comprehensive Annual maintenance contract of CCTV(DVR) System & 08 Cameras along with the wiring connections of CCTV's connected with the electronic gadgets at the premises of RCT/Delhi for a period of two years from the date of contract signing.

**Tender/Quotation Process**

The bidders are required to submit their Tenders/Quotations in a sealed cover envelope addressed to the Additional Registrar/RCT/Delhi personally or by speed post on or before 05.12.21 between 10.00 hours to 16.00 hours. Late submission of tenders/quotations shall not be entertained.

The interested contractors/firms can inspect the areas under consideration at the premises between 11.00 AM to 4.00 PM (Monday to Friday) before submitting their quotes. Any clarification in this regard may be sought from the Additional Registrar/RCT/DLI.

The tender/quotation forms and supporting documents should be complete in all respects, otherwise it will be rejected.

**Scope of work**

1. AMC shall include the repair/replacement of defective part with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
2. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance systems at all locations in the premises of RCT/DLI. It includes relocation of CCTV cameras and from time to time checking proper connectivity of surveillance systems.
3. The firm shall also be responsible for deployment of necessary staff for regular visits once in a week for cleaning of all hardware using suitable cleaning material and

- supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issue with respect to loose connection. A separate log book shall be maintained for preventive maintenance record and it should be signed by the officer-in-charge.
4. The equipments are normally required to be repaired in the premises of RCT only. In exceptional cases when the equipments cannot be repaired in the office premises and required to be taken to the workshop, this department will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
  5. The equipment being taken to the workshop for repair would be at contractor/firm own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the contractor/firm. In this case, the contractor/firm should make necessary inward and outward entries duly signed by the officer-in-charge.
  6. The details and locations of said CCTV can be had from the officer-in-charge. The RCT has the power to increase the no. of CCTV Cameras and other equipment during the contract period for the same terms & conditions. The contractor has to provide the service without any increase in maintenance charge.
  7. All tools and testing instruments required for checking testing and attending to routine maintenance and breakdown shall be arranged by the contractor.
  8. The contractor shall ensure backup has to be taken in the form of Pen drive in the regular intervals as instructed. The provision of Pen drive shall be in the scope of work of tender.
  9. It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the system in working conditions to this department after expiry of the contract.
  10. The contract/firm must ensure confidentiality regarding handling of all information obtained within the control room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room for management of RCT premises.
  11. The contractor/firm should ensure all storage and apparatus should be virus free.
  12. The service technicians will be allowed to work on all working days. Renting, lending and copying of any software and hardware products are completely prohibited. Maintenance of accessories such as mouse, remote should be at free of cost only. The rates are inclusive of all, that are applicable from time to time shall be met within the total invoice value.

### **Terms & Conditions**

1. The initial contract period is for 24 months (2 years) from the date of signing the contract, however this can be extended for further period by the competent authority with existing terms & conditions based on satisfactory performance.

2. Preventive as well as breakdown maintenance, both are covered under scope of work on AMC, which is comprehensive & corrective maintenance of CCTV Cameras including other hardware and cabling.
3. Contractor/firms are advised to inspect the site before quoting their rates to acquaint themselves with the nature of work.
4. 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.
5. Railway Claims Tribunal will review the performance, if necessary on a Quarterly basis and if the RCT feels that the services of the firm are not satisfactory, maximum two show cause notice will be served and even after that services found to be not satisfactory, the contract will be terminated.
6. The maintenance work shall be performed with skilled personnel totally conversant with the equipment/CCTV system.
7. All tools & plants (including ladder) required for the work has to be arranged by the contractor/firm at his own cost.
8. The contractor/firm will provide his personnel with protective equipment and should ensure safety of his service technicians, engaged for the purpose of AMC and during the process of work, if any accident occurs due to any case, the RCT/Delhi shall not be held responsible, and any claim or penalties arising out of it will be responsibility of contractor/firm.
9. The contractor will be responsible for any damage done during AMC of CCTV system.
10. The validity of tender (quotation shall be 30 days from date of opening quotations/tenders.
11. Only genuine spare parts should be used.
12. Adequate care is to be taken while executing the work without causing any damage RCT/Delhi.
13. The payments towards AMC charges will be released/paid on a quarterly basis on satisfactory completion of assigned services through "NEFT". Income Tax and other taxes as per rules will be deducted from the bill as applicable from the time to time.
14. A history sheet for CCTV (DVR system) and 08 Cameras will be maintained and a copy of the same will be attached with the quarterly bill payment.
15. RCT will not be responsible for any mishap/injury caused to the labour engaged by the contractor of this work.
16. The contractor may terminate the agreement at any time by giving two months prior notice to RCT.
17. 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.

  
Additional Registrar