



# The Singareni Collieries Company Limited

(A Government Company)

## Annexure – I

### **Scope of work and Other details, Terms & Conditions for supply and installation of CCTV surveillance system**

#### **(A) Scope of work for supply and installation of CCTV cameras :**

Scope of the work is to Install CCTV cameras with recording facility. Scope of work covers Design, Supply, Installation, Implementation, Commissioning, Training, providing user manual, providing 36 months Warranty for the total solution including all hardware, software, materials, services and support etc. Work includes all related work at all SCCL Locations such as necessary cabling/ wiring / sockets installation of racks etc. Bidder shall be the Single Point of responsibility for the end user/client officials for the entire period of 3 years of Warranty and AMC period.

#### **Provision of Service Engineers :-**

#### **Requirement of Minimum Manpower:**

S.No	Category	No of Persons
1.	Resident Service Engineers	11
2.	Project coordinator	1

Resident service engineers should have experience in installation, commissioning and relocation and configuration of CCTV surveillance system covering installation of cameras, recording units, installation of required LAN etc.

Project coordinator is responsible for stock maintenance liasioning & over all supervision of work, replacement of faulty equipment follow up of periodic maintenance and other jobs assigned as per SCCL.

#### **(B) OTHER DETAILS , TERMS & CONDITIONS :-**

##### **1. Maintenance during warranty and AMC**

**Spares tie up with OEMs** :- The firm should have tie up with OEM to replace faulty material immediately. The firm should maintain sufficient spares for various locations.

2. **The firm should provide necessary tool kits to all resident service engineers. If the firm fails to provide the same SCCL may procure and supply the tool kits to the engineers and the cost of the material will be deducted from the bills.** The Bidder shall be responsible for providing all materials, equipment required for installation and maintenance such as ladder, crimping tool etc. and also any other material required for installations not listed in BOM.

### **3. Installation & other Services :-**

- a) **Installation:-** The firm should arrange for installation of cable, casing, capping racks, switches etc. for installation of CCTV and recording units and configure the same.
- b) **Shiftings :-** The service engineer should shift cameras etc. from one location to other location or installing at new location in SCCL as and when required. The service engineers should update the inventory after such shifting, addition or deletion as and when required.
- c) The service engineers should maintain inventory of the material installed and faulty material to be handed over to the firm for replacement of the same. They have to follow up for replacement of faulty material.

### **4. Call Booking, Monitoring & Reporting System :-**

a) **Receipt of calls and booking in the web application** :- The service engineers should book all the complaints received by the users using the web based application. All the calls are to be updated by the service engineer after attending the same with appropriate status. While updating the calls attended, they should clearly mention the parts repaired/replaced, type of service done etc.,.

b) **Rectification time** :- All complaints registered by 12.00 PM shall be attended same day by the Resident Service Engineer. The permissible response time for attending the call would be 24 hours if the complaint is registered after 12.00 PM. Any reported fault would be taken up by the Resident Service Engineers within one day. As far as possible the repairs would be carried out onsite itself. However, in case the equipment is taken to the company for more than 2 working days, the firm should provide a standby for the same of similar / equivalent configuration till the original equipment is replaced after rectification.

### **5. Security for data confidentiality - not leaking any information :-**

The firm and staff should maintain confidentiality of the CCTV footage. The firm should take necessary steps to ensure that the data is not leaked to any agency. No part of information can be disclosed to any party in any form during contract period or part thereafter. Any violation or attempt of violation may lead to legal action under appropriate law.

6. **Security of Hardware :-**

Any damage or loss caused to the hardware or their components or their parts due to negligence, mishandling should be made good by the vendor either by payment in cash the prevailing market price .

7. The firm should submit the details of Service Engineers i.e., their qualifications, certifications and experience prior to the commencement of contract.

8. **INSTALLATION OF CCTV CAMERAS :-**

a) CCTV cameras to be installed at various sites belonging to following SCCL Locations are to be covered

- i. CORPORATE OFFICE KOTHAGUDEM
- ii. GM OFFICE RDP
- iii. GM OFFICE YLD
- iv. GM OFFICE MNG
- v. GM OFFICE BHP
- vi. GM OFFICE RG3 & ALP
- vii. GM OFFICE RG2
- viii. GM OFFICE RG1
- ix. GM OFFICE SRP
- x. GM OFFICE MM
- xi. GM OFFICE GOLETI
- xii. DORLI OC2
- xiii. JVR OC SATHUPALLI
- xiv. POWER PROJECT JAIPUR
- xv. HYDERABAD

Various mines, Hospitals, Schools and colleges situated at above locations are to be covered as desired by SCCL and directed by local area authorities.

9. **Establishment of Local Area Network :-**

Local Area Network (LAN) required for installation of cameras and other accessories include installation of UTP, OFC cable and maintenance of the same. Resident Engineers should be capable of

- i) **Trouble shooting:-** Attending all complaints relating to LAN failure and Network connectivity troubleshooting of UTP CAT 5/6 cables and Network components such as switches, Fiber to UTP converters, I/O points, OFC splicing etc.
- ii) **Maintenance:-** Maintenance jobs involve replacing of UTP CAT 5/6 cables, re-crimping, repairing / replacing of faulty Network devices like switches, Dressing of racks and maintaining updated Network documentation and keeping updated Inventory of Network equipment .
- iii) **Expansion / Addition:-** Laying of UTP CAT 6, through PVC duct, along with related passive components, terminating, crimping, testing & commissioning for providing connectivity for new sites. The re-laid

cable should be tested for its connectivity, speed and satisfactory working.

#### **10. Preventive maintenance (PM) Scope :-**

Vendor has to carryout preventive maintenance on quarterly basis. Activities not limited to the following should be carried out during the PM :

- i. To be carried out by properly trained persons only. Any damage / loss resulting while carrying out Preventive Maintenance should be borne by the Vendor.
- ii. Checking of all Network equipment related to CCTV surveillance system.
- iii. Checking of Switches/Media converters for proper configuration.
- iv. Checking of the connectivity to equipment and proper dressing of cables connected to network equipment.
- v. Monitoring network-racks' condition, temperature and other environmental conditions like dust, dampness etc. and coordinating with the assistance of passive network service provider for appropriate action.
- vi. Housekeeping / cleaning of the equipment/accessories (without opening the chassis).
- vii. Cleaning of cameras for any dust .
- viii. Remounting of cameras if viewing angel is not proper.
- ix. Any other job related to servicing/maintenance as decided by SCCL.
- x. The periodical/Specific reports, if any attended by the firm shall have to countersigned by the HoDs of user departments.

The vendor also holds the responsibility of submitting the Preventive Maintenance Job completion report to the SCCL's Nodal Officer on Quarterly basis.

#### **SCCL's Obligations :-**

1. SCCL shall provide material required for installation , maintenance & expansion of network as detailed above.
2. Power points required shall be provided by SCCL.
3. SCCL shall arrange for entry permits to vendor's authorized personnel at work site.
4. SCCL shall provide Extension Phone line facilities for 'on-site engineers'.
5. SCCL may provide space for storing the maintenance tools at the vendor's own responsibility/risk.
6. SCCL shall make suitable sitting arrangements for on-site engineers.

7. SCCL shall provide reasonable office facilities at SCCL.

Any damage to SCCL property caused by persons deputed by the firm, firm will repay the cost of damaged to SCCL management.

While performing the duties persons deputed by the firm gets injured SCCL management will not be responsible for the same.

### **OTHER TERMS & CONITIONS**

Unit rates of the CCTV related materials to be quoted and payment to be released for the material installed as per the unit rates specified by firm for different ntypes of equipments .

Total time to complete installations of CCTV cameras etc . at all locations in SCCL is 8 months.

The areawise material to be supplied at various areas as per the delivery schedule given by SCCL.

Payment for supplied material 70 % will be made on supply and 30% after installation and acceptance by area authorities.

Payment for the installed material to be released at Kothagudem as per the installation reports received from areas.

CCTV survillence system will be under maintenance for 3 years from the date of installation as agreed by SCCL management

### **Eligibility criteria**

- Vendor should not have been black listed by any Govt. PSU agencies.
- Vendor should have previous experience in installation & maintenance of CCTV cameras proof to be submitted
- Vendor's Turn over should be 50 Lakhs in last three financial years.

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## Annexure-II

### GENERAL TERMS & CONDITIONS :-

1.		<p>The firm will be solely responsible for Monitoring, Maintaining, monitoring expansion works, troubleshooting and rectification of Network and maintaining CCTV surveillance system .The firm shall not absolve of any responsibilities as mentioned in the "<b>Scope of Work</b>" due to reasons whatsoever.</p> <p>The vendor will provide insurance coverage to its resident service engineers in SCCL. The Engineers or their legal heirs shall not claim any insurance benefit from SCCL in case engineers suffer any loss or damage to their life or person or property while working in SCCL premises.</p>
2.		<p><b>RESIDENT ENGINEERS:-</b></p> <p>i) <b>Providing Communication:-</b> All the resident Engineers should be provided with <u>Cell Phones</u> and must accept the service calls from the users directly. Cell phones are to be maintained by all the service Engineers even after office working hours OR on play day / holidays for support.</p> <p>ii) <b>Providing Transport arrangement:</b> - The deployment of CCTV Surveillance will be spread over geographically to distant locations from the administrative offices. The firm should make conveyance arrangement to resident Engineers to attend to calls at the locations on call. No additional payment will be made towards their transportation</p> <p>iii) <b>Accommodation:</b> - The Resident Service Engineer shall be provided accommodation on nominal rent basis subject to availability.</p> <p>iv) <b>Timings:</b> - SCCL have different timings and holidays at various locations. The Resident Service Engineers posted at SCCL shall follow the holidays and timings of SCCL offices of their placement.</p> <p>vi) <b>Reporting:</b> - The Resident Service posted at Areas should report to respective Area IT incharges, and call coordinator and resident service engineers placed at CORP should report to DGM (IT), DMW at CORP.</p> <p>vii) The vendor shall provide a suitable replacement of the engineer deputed in SCCL in case of his absence/leave.</p> <p>viii) The deployment of the Service Engineers will be at various locations of SCCL and work allocation will be at the discretion of SCCL.</p> <p>The service engineers should travel from one location to other at the cost of the firm for attending the calls. No TA and DA will be paid.</p>

3.		<p><b>No Sub-contracting:-</b> Under no circumstances the firm should appoint any sub-contractor or sub-lease the contract. If it is found that the contractor violated these conditions, the contract will be terminated forthwith without any notice by the authority who has approved the award of contract.</p>
4.	<p>i)</p> <p>ii)</p>	<p>Validity of order: The Contract will be valid for a period of 3 years after acceptance .</p> <p><b>Handing over clause at the end of the Contract:-</b> It should be the responsibility of the firm to make all the CCTV surveillance system should work satisfactorily throughout the contract period and to hand over the systems in working condition to SCCL after expiry of the contract .</p> <p>All the calls pending as on the last day of the contract or treated as part of the contract till they are rectified.</p> <p>If the calls pending on the last day of the contract are not completed in a stipulated time, the same will be done by SCCL and cost towards that would be deducted from the last quarter bill to be paid to them.</p> <p><b>Extension scope:-</b> The contract will be for a period of 2 years. However, SCCL reserves the right to extend the term of the contract for further period (maximum of six months) on the same terms and conditions including AMC prices for engineers and hardware with mutual consent.</p> <p><b>Termination clause:-</b> The AMC contract can be terminated any time by giving one month notice.</p> <p>SCCL reserves the right to cancel the contract in case of breach of security regulations required to be observed by the contractor.</p> <p>The contract may also be terminated in case of unsatisfactory service performance during the contract period with due notice.</p>
5.		<p><b>Payment Terms:-.</b></p> <p>The payment towards engineers shall be made monthly once at the end of every month on production of attendance report from Area IT Incharges and DGM (IT), DMW after deducting penalty dues for unauthorized absence of engineers, and for HW penalties as per penalty clause if any.</p> <p>The successful bidder shall pay wages to the employees not less than the wages prescribed under Minimum Wage Act and the payment to the employees shall be made through bank. A certificate to this effect issued by the authorized official shall be submitted to GM (IT), SCCL.</p>

6.

**Penalties for calls and related conditions:-**

a)

Penalty: The resident engineers should not be absent with out prior intimation to SCCL. Replacement for their absence due to normal leave, sick etc., should be met from the standby provided.

Penalties will be levied for unauthorized absenteeism as below :-

Penalty will be levied for the absence of Resident Engineer @ Rs.200/- per working day for first 5 days and Rs.300/ after 5 days.

SCCL reserves the right to ask for the replacement of the resident engineer due to poor performance or any other reason. The firm shall provide such replacement with in 5 days. Non provision of timely replacement will be treated as unauthorized absenteeism.

The resident engineers provided by the firm should not be changed frequently.

If the firm fails to repair or provide a standby hardware within 2 days, then penalty will be levied as follows:

S. No.	Type of Computer/ Printer/Laptop	Suggested Downtime - Penalty
1.	CCTV cameras	Rs. 50/- per day.
2.	NVR	Rs. 100/- per day.
3.	Hard disk	Rs.50/- per day
4.	If equivalent standby is given within 2 days, downtime is nil.	Nil Penalty.
5.	OFC break down call should be completed in 48 hours.	Rs.200/- per day beyond 48 hours.

If the firm fails to rectify any of the calls with in the reasonable time SCCL may deploy any other agency for such service. The actual expenses incurred by SCCL including the wages of the staff deployed by SCCL will be recovered from the bills. (Or) SCCL may rectify on own and wages of the employees deployed will be deducted as penalties.



**DETAILED BILL OF MATERIAL FOR INSTALLATION OF CCTV CAMERAS**

SL NO.	DESCRIPTION	QTY NOS.
1	CAMERA	2400
2	POE SWITCH 4 PORT	450
3	POE SWITCH 8 PORT	300
4	NVR 4 PORT	20
5	NVR 8 PORT	50
6	NVR 16 PORT	60
7	NVR 32 PORT	90
8	POWER ADOPTORS FOR CAMERAS	100
9	POWER ADOPTORS FOR SWITCHES	100
10	HARD DISKS FOR STORAGE 4 TB	300
11	HARD DISKS FOR STORAGE 2 TB	100