

DETAILS OF PREMISES / LAYOUT

1. IDS Cameras and associated surveillance equipment are installed at various operational, administrative and sensitive locations under the jurisdiction of the user unit.
2. The AMC shall cover all installed IDS Cameras, associated power supplies, connectors, mounting accessories, cabling and allied equipment connected with the surveillance system.
3. The locations of installation may include perimeter locations and other designated areas.
4. The successful bidder shall inspect the site and familiarize himself with the existing layout, equipment deployment and operational conditions before commencement of AMC.
5. Maintenance activities shall be carried out without disturbing normal functioning and operational activities of the establishment.
6. The bidder shall ensure proper coordination with the user representative before carrying out maintenance, testing or repair work at any location.
7. Entry into restricted/sensitive areas shall be regulated as per security procedures and instructions of the user unit. Necessary identification documents shall be carried by service personnel during visits.
8. The contractor shall be responsible for safety and security of equipment while carrying out servicing and maintenance work.
9. Any damage caused to equipment, cabling, fittings or Government property during maintenance activities due to negligence of contractor personnel shall be rectified by the contractor at his own cost.
10. The contractor shall maintain cleanliness and proper routing/dressing of cables after completion of maintenance work.
11. In case of requirement, maintenance activities may be carried out during off-working hours/holidays in coordination with the user unit to avoid operational disruption.
12. The purchaser reserves the right to add or remove locations/equipment during the AMC period depending upon operational requirements.

13. The contractor shall maintain confidentiality of all surveillance-related information, layout details and operational aspects observed during execution of AMC.

14. All tools, ladders, testing instruments and safety equipment required for servicing and maintenance shall be arranged by the contractor himself.

15. A joint inspection of equipment and installed locations may be conducted before commencement and completion of AMC period for verification of serviceability and condition of equipment.