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## **Annual maintenance contract format for cctv**

**Annual maintenance contract format for cctv pdf. Annual maintenance contract terms and conditions for cctv. Annual maintenance contract rules. Annual maintenance contract example. Example of cctv maintenance contract.**

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Quotation No. 0201/16 for M/C & CCTV				
CENTRAL RAILWAY				
Commercial Branch, Nagpur.				
Date 07/01/16				
No. 10/01/16/CC/TV Camera/MC/PR/01/15				
Quotations invited for M/C & CCTV				
The Divisional Railway Manager (Central) Central Railway, Nagpur invites quotation in sealed cover for the following works.				
Sl. No.	Nature of Work and Material		Approx. value Rs.	Total EMU Ex 25 %
1.	Annual Maintenance Contract (Comprehensive) for CCTV surveillance System at PRB Nagpur West Side DVR, 16 Channel video & CII, Audio in, with CVI/DVI/AN/frei DVB/S/PoE/3G support, 16x16 2.5G LAN VGA/PTZ control RJ 45 support, 1 SATA HDD (internal 2TB support), 16 CCTV Camera, LP6.219 H.264 (60K), 4x4 core copper cable with casing & Power supply in 12V. (Attached Schedule of work).		24150/-	4830/-
Quotations are invited by Dr. Divisional Commercial Manager, Central Railway, Nagpur on behalf of the President of India from the interested and reputed firms/agents for M/C & CCTV Surveillance system of PRB Nagpur station website. Quotations are requested to submit their quotation in their letter head or on/ below 15.00 hrs on 21/01/16. Quotations will be opened at 16.00 hrs. on 27/01/16 in the office of the undersigned. If any of the quotators wish to be present at the time of opening, they may do so.				
Quotation without earnest money will surely be rejected. The earnest money should be deposited in favour of Dr. Divisional Finance Manager, Central Railway, Nagpur in the form of DD.				
Quotators must quote their rates both in figures and words and in metric unit only. The validity of the quotation should be for 90 days. Test case of Quotation will be considered.				
Quotators must quote their rates including material, labour charges, Excise charges and all taxes of government.				
Terms and conditions attached				
A. Divisional Railway Manager (Central) Nagpur For and on behalf of President of India				

To find out more, read our updated Privacy Policy. **CCTV Maintenance (AMC)** Annual Maintenance Contract (AMC) for CCTV Surveillance System (Non-Comprehensive) In today's competitive era, quality is a prime factor. Quality output from any machine depends on machine's consistent performance. To get consistent performance, machine maintenance is a key factor. Maintenance of CCTV camera requires special skills. Every organization may not have specialized CCTV Surveillance System maintenance team to take care of all variety of cameras. CCTV camera manufacturers and distributors are the best people to support in maintaining these cameras as latest technology is available with them. [capitalism and communism sorting activity strips](#) In order to help our customers in getting the best throughput from the CCTV camera, we are offering Annual Maintenance Contracts for the CCTV Surveillance System at the price of ₹ 350. **General Terms & Conditions:** Period of Contract: The contract is valid for one year from the date of signing of memorandum of understanding (MOU) on AMC. This may be renewed Annual subject to rendering of satisfactory service & fulfilling the term & conditions. Payment Term: For all AMC, payment will be made Annually / Bi-annually as Advance basis. **AMC Includes:** The AMC cost includes the traveling cost and Maintenance of the CCTV Surveillance System includes 9-48 schedule Visits (Visits depends upon number of CCTVs) to the site for Camera Visibility Test, DVR / NVR Recording Test, DVR / NVR Settings Verification, and Disk Error Check. Any additional visits beyond allotted visits, Rs. 500/- will be charged. Services and Connectors are the part of AMC. We provide stand-by CCTV on best effort basis even in Non-Comprehensive AMC. **AMC not Includes:** Physical Damage to any part of systems (damaged caused either by your staff, or any other person except our authorized staff will result in termination of warranty). Part replacement are not the part of AMC. Password Reset, Relocation of products and Data Back-up services are on chargeable basis.

### Annual Maintenance Contract



Service Tax: The AMC cost excludes service tax charged by State or Central Govt. for rendering this type of service. [dixuvav.pdf](#) Working Hours: The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies. Final Authority: The final authority for payments will be Head of the Organization offering the AMC. Rates & Charges: HD CCTV and DVR @ Rs. 350/- per unit IP CCTV and NVR @ Rs. 500/- per unit. Biometric Attendance Machine @ Rs. 750/- per unit. Biometrics Attendance with Access Control @ Rs. 1500/- per unit Video Door Phone @ Rs. 750/- per unit Intruder Alarm System, Boom Barrier, etc will discuss and decide on phone or site visits Extra Benefits: We provide stand-by CCTV even in non-comprehensive AMC on best effort basis. We've already published our price lists for all products for lowest expenses AMC. Limitations: Minimum AMC Amount is Rs. 7500/- for one location. It may be a combination of all products in same location. Scheme is limited to Schools / Hospitals / Offices / Showrooms. Not applicable for home users. Home users can opt services on chargeable basis @ Rs. 500/- each visit. Annual Maintenance Contract (AMC) for CCTV Surveillance System (Comprehensive) Inclusions and Services offered in AMC are as follows:- We offer you Parts and Labour AMC in which you are not required to pay service charges under AMC period. You will enjoy One Year onsite service. We will maintain your system throughout the year in working condition. If any part is found faulty, it will be replaced with our stand-by products and faulty product will be restored whenever it gets repaired from service center. Our technical representative will visit monthly for checking of your whole system; whereas our technical Team will also visit per the service calls made by customer. Unlimited visits in case of Break-down. [the art of the long view peter schwartz pdf](#) Maximum down time would be 24 working hours (not only attend the complaint, we'll fix issue within this time) after receiving your complaints at our customer care centre. You will be informed in prior if there would be any further delay because of any such reason which is beyond human control, subject to approval of Extra charges by client. Training/Demo of system is not a part of AMC, but can be planned if requested in advance (on chargeable basis). Exclusions & Exceptions of AMC:- Physical tampering of connections of systems, relocation and password forget. Physical Damage to any part of systems (damaged caused either by your staff, or any other person except our authorized staff will result in termination of warranty) Wire cut due to any reason. Direct exposure to fire/water (Except outdoor cameras in case of water) Unauthorized tampering or loss due to short circuit (high voltage) Our warranty terminates with tampering of parts by unauthorized person other than our staff, electric short-circuit, fire, direct exposure to water, theft etc. Fault caused in system due to any of above exclusions will result in termination of warranty of products. Customized AMC Also Available for Large Sites Dedicated Staff Deployment at site (Engineering / Diploma Holder). Number of staff depends on your requirement or according to site. Staff with ESIC, PF and minimum Wedges compliance as per the Govt of India rules. [fiasco rpg pdf](#) Including Consumables or without Consumables. [9840877128.pdf](#) All other requirement will be fulfilled. Please call Mr. Akhil at +91-9990097060 for Comprehensive AMC. Because we need to inspect your site before giving quotation. Generally, it costs from 20% to 45% of your invoice value. After installing a surveillance system is highly recommended to talk to your client about maintenance. It's really important to keep everything working properly since a considerable amount of money is usually invested in a security system. Pricing a CCTV maintenance contract often is not an easy task, but it needs to be done in order to offer the best service agreement to your client. In this article, I will show you how to price a CCTV maintenance contract and give you some orientation about the job that needs to be done. Sometimes it's hard to figure out what should be offered to your client, depending on the type of security system installed.



## CCTV ANNUAL MAINTENANCE CONTRACT PROPOSAL SAMPLE



Nowadays there is a lot of modern IP technology on a surveillance system which makes it better but also more complex. Security system maintenance requires CCTV qualified technicians to deal with network devices such as IP cameras, switches, routers, servers, recorders, etc. Part of the technician's role is to have some good skills in IP networking, VMS software, international standards, and troubleshooting. What I'm trying to say is that maintenance labor for a modern security system can cost you more and you should be totally aware of that fact. Here are some examples of what might be covered in the CCTV maintenance services: [what is the relationship between curriculum and syllabus](#) This list can be adjusted according to your needs. The first thing that comes to mind when talking about CCTV maintenance is how to keep the camera working properly, especially during the warranty period. It's important to keep the cameras working and also clean. See the list below with the maintenance tasks. Installation: It's important to take a look at each camera to make sure the physical installation is OK. Sometimes some incidents such as hurricanes, earthquakes, wall cracks, or something hitting the camera can affect the camera positioning and integrity. The camera cabling and connectors should also be checked to make sure they are not compromised and damaged by weathering, corrosion, animal bites or improper pulling. Field of View: This is also very important, the FOV (Field of View) must be always checked to guarantee it's covering the area it supposes to. Just compare the actual FOV with the one from the initial project.

Annual CCTV Maintenance Packages on Analog and Hybrids Systems			
<b>4 Cameras System</b>	<b>8 Cameras System</b>	<b>12 Cameras System</b>	<b>16 Cameras System</b>
<ul style="list-style-type: none"> <li>4 Remote or On-Site Service Calls per Year</li> <li>2 Emergency Calls</li> <li>Unlimited Over The Phone Support</li> <li>Adjusting of all cameras, Lenses.</li> <li>Testing &amp; readjustment of Focus and Video levels on Cameras</li> <li>Check equipments setting Dvr</li> <li>Check and test of all connectors and Wires</li> </ul>	<ul style="list-style-type: none"> <li>8 Remote or On-Site Service Calls per Year</li> <li>4 Emergency Calls</li> <li>Unlimited Over The Phone Support</li> <li>Adjusting of all cameras, Lenses.</li> <li>Testing &amp; readjustment of Focus and Video levels on Cameras</li> <li>Check equipments setting Dvr</li> <li>Check and test of all connectors and Wires</li> </ul>	<ul style="list-style-type: none"> <li>12 Remote or On-Site Service Calls per Year</li> <li>6 Emergency Calls</li> <li>Unlimited Over The Phone Support</li> <li>Adjusting of all cameras, Lenses.</li> <li>Testing &amp; readjustment of Focus and Video levels on Cameras</li> <li>Check equipments setting Dvr</li> <li>Check and test of all connectors and Wires</li> </ul>	<ul style="list-style-type: none"> <li>16 Remote or On-Site Service Calls per Year</li> <li>8 Emergency Calls</li> <li>Unlimited Over The Phone Support</li> <li>Adjusting of all cameras, Lenses.</li> <li>Testing &amp; readjustment of Focus and Video levels on Cameras</li> <li>Check equipments setting Dvr</li> <li>Check and test of all connectors and Wires</li> </ul>
Rs: 7200 per year Per Month / Cam only 15/-	Rs: 10,000 per year Per Month / Cam only 125/-	Rs: 14,000 per year Per Month / Cam only 187.5/-	Rs: 18,000 per year Per Month / Cam only 250/-

If you don't have this information, just ask somebody in charge or use your skills to choose the best FOV for that situation. **PTZ**: If there are PTZ cameras in the system, check if the presets, patrolling and patterns are according to the initial project. Just take a look at the installation report to make sure everything is correct. **Cleaning**: It's common practice to clean the dome and lenses at least twice a year. Depending on the installation area, it's necessary to clean more often, but all depends on the environment condition and the climate which can bring dust or even snow. Sometimes there are some bugs or birds that start living under the cameras or close enough to cause some problems. You might find the proper way to clean the camera and get rid of those insects/animals. **Condensation**: Some dome and bullet cameras can have condensation problems that sometimes are not visible during the inspection, especially if such condensation occurs during night time or after raining. Check the video recording or ask the CCTV operators to find out if there are some condensation issues that need to be fixed. **IR operation**: Infrared cameras can have problems with reflection or with the infrared cut filter. Check the recordings to make sure the footage from infrared cameras are good enough and if there's no IR reflection that hits the camera lens. Those reflections are usually caused by walls and reflective objects that are close to the cameras or even by scratches or dust on the dome or housing. Check also if the camera ICR (Infrared Cut Filter Removal) is working properly. **Firmware Updates**: IP cameras have an operating system that runs different types of services that are frequently updated to correct software glitches and improve the security to avoid hacking. It's common practice to update the camera's firmware if there's a major security threat or some considerable quality or feature improvement, other than that it's not necessary to update all the cameras just because a new firmware with minor changes is available. Network and server rack maintenance It's part of the CCTV maintenance routine to check the racks that are installed in the facility to make sure they are in working condition.

## ANNUAL MAINTENANCE CONTRACT (AMC) OF UPS SYSTEMS

Ref. A38CLUPS/01401

1. Two Bid/Logic Open Tender with separate Financial and Technical bid may be invited from APC Authorized partners only for Annual Maintenance Contract (AMC) on 24/7/65 basis for Scheduled/Emergency services (Labour only) of following APC Equipments for SCF-K (Kanachit) and SCF-L (Labour) sites as per detailed Terms & Conditions given below.

List of Equipments			
S. No.	Equipment	Qty	See Charges (Labour only) for Scheduled/Emergency Services 147/265 basis including Holidays (Amount in Rs.)
a.	Symmons PX 450 KVA	2	SCF-L
b.	Symmons PX 360 KVA	1	**
c.	Static Transfer Switch Make MITS Upstar 100	2	**
d.	Symmons PX 450 KVA	2	SCF-K
e.	Symmons PX 360 KVA	1	**
f.	Static Transfer Switch Make MITS Upstar 100	2	**

### 2. Duration of AMC

- The AMC will remain valid for 12 months (One calendar year), commencing from \_\_\_\_\_ to \_\_\_\_\_. The Annual Maintenance Contract may be further extended with the mutual consent of both the parties ("CLIENT" and "CONTRACTOR").
- The mutually agreed charges of the AMC will firm & final for the whole period of the Contract.

### 3. Procedures for Rectifying Service

- In case of any breakdown or any malfunctioning in above Equipments, "CONTRACTOR" shall on receipt of telephone complaint send its Engineer to the sites for necessary rectification of fault/ malfunctioning of the above Equipments as per the response time given below.

See the tasks below: Violation: The racks hold the servers, switches, recorders, routers and other devices that are essential for the security system. They must be locked and only authorized personnel must have access to them. Make sure the racks are correctly protected and there's no sign of violation. If you find something that is unusual such as a break-in, talk to the client to discuss the course of action (call the police or something similar). Cabling and connectors: Check the cables and connectors to make sure everything is OK. Look for signs of cable pulling, corrosion, rust, damages caused by animals or insects. Replace bad cables and connectors if necessary. Equipment: The servers, recorders and network devices such as switches and routers must be in working condition. Check if their fans are working and if they are not overheating, check also if there's some unusual noise that indicates an issue with spinning hardware such as hard drives and fans. You can also run a diagnostic test if the equipment you are using has such a feature. Cleaning: Usually the racks attract a significant amount of dust due to the equipment fans. Sometimes they also become the home for bugs or small animals. Just clean the rack properly as often you clean the cameras. Power: The equipment inside the racks are very important, for the surveillance system. Make sure the UPS (Uninterrupted Power Supply) is working by running (use a diagnostic tool if it's available). Server and PC maintenance The servers and PCs are a very important part of the surveillance system and you need to make sure they are properly maintained. See the recommended tasks: Hardware: Just make sure the hardware is OK. Check for the fans, cables, and connectors to make sure they are in working condition and replace the components if necessary. Software: Run a diagnostic tool to make sure the hardware, operating system and software are working as expected. Check if there are some unusual behavior with the VMS or any software that is running in the server or PC. Update: Update the VMS software, drivers and everything that is necessary to the latest stable version. Just be careful with this procedure and make sure you have tested the update in your laboratory before installing it in your customer computers. Cleaning: As usual, clean the equipment to remove all the dust and perhaps the insects that like to live in electronic devices. Power: Check the power and make sure the UPS system is OK. The most common way to price a CCTV maintenance contract is by charging an annual percentage of the total cost of the project installation which includes everything such equipment, cabling, software, and labor. The annual contract price is something between 8 to 12% of this total cost for preventive maintenance to avoid failing, gakejuwopufivetebopezada.pdf. Most of the time this percentage is used to calculate the maintenance related to the installed equipment. System integrators usually charge a little bit more (around 15%) to include software related tasks such as VMS updates and configuration. If the total cost of installation is \$100,000 the annual CCTV maintenance contract (preventive maintenance) would cost between \$8,000 to \$15,000. These are the industry standard for CCTV maintenance contract. As a system integrator, you need to calculate all the costs before signing a contract with your client. Make sure you can hire the correct technical team that can handle the job and that they are affordable for such a contract. You can negotiate a long-term contract with your client and let him know that the best and more affordable to have a 3-year maintenance contract.