

# ARMY PUBLIC SCHOOL

NEHRU ROAD, LUCKNOW CANTONMENT

Phone No: 0522-2482996 / 9695266858

Email: [apsnehruroadlucknow@gmail.com](mailto:apsnehruroadlucknow@gmail.com)

School Website: [www.apsnrlucknow.org](http://www.apsnrlucknow.org)

## TENDER NOTICE

1. Army Public School, Nehru Road, Lucknow Cantonment invites sealed tenders on two-bid-system from reputed and experienced vendors/ firms for Comprehensive Annual Maintenance Contract of **Total 217** CCTV Cameras including peripherals and accessories.
2. Details are available on School website [www.apsnrlucknow.org](http://www.apsnrlucknow.org).
3. Last date for submission of tender form in tender box, which is placed at Army Public School, Nehru Road, Gate No. 1 Lucknow Cantt is 17 Feb 2025 till 1300h.
4. School authority reserves the right to accept or reject any tender.

**Principal**



Tele No: 9695266858  
E-mail: apsnehruroadlucknow@gmail.com,  
Website: www.apsnrlucknow.org

Army Public School Nehru Road  
Lucknow Cantt

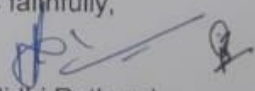
5009/CCTV/APSNR/

04 February 2025

**ANNUAL MAINTENANCE CONTRACT (AMC) FOR CCTV CAMERAS INCLUDING PERIPHERAL & ACCESSORIES ARMY PUBLIC SCHOOL, NEHRU ROAD, LUCKNOW**

1. You are invited by the Management of Army Public School, Nehru Road, Lucknow Cantt to submit tender for the above mentioned subject described in the accompanying documents.
2. **Tender form can be downloaded from school website only.** Cost of Tender in the form DD of Rs 100/-(Rupees one hundred only) in favor of Principal, Army Public School, Nehru Road, Lucknow. Cash will not be acceptable. Demand Draft of tender form cost should be enclosed along with tender
3. Your tender form duly completed should be put in the tender box kept at Main Gate (Gate no 1) of the School, Lucknow Cantt / through Registered Post by 17<sup>th</sup> Feb 2025 till 1300 hrs but should with all relevant documents sealed in an envelope duly quoted your rates. Incomplete and Conditional quotes shall be summarily rejected. Tender will be packed as per following details.
  - a) Envelope No 1 - Technical Bid
  - b) Envelope No 2 - Commercial Bid
  - c) Envelope No 3 - Large envelope. (Envelope No 1 & 2 to be kept in large envelope)
4. The following documents are included with this tender invitation
  - a) Tender Notice with General Instructions for AMC of CCTV Cameras
  - b) Appendix 'A' - Details of CCTV Camera and Accessories to be under AMC
  - c) Appendix 'B' - Terms and conditions for AMC
  - d) Appendix 'C' - Confidentiality Certificate
  - e) Appendix 'D' - Acceptance Certificate
  - f) Appendix 'E' - Declaration Certificate4.
5. The Management of Army Public School, Nehru Road, Lucknow Cantt doesn't bind itself to accept the lowest or any tender and may cancel tendering process at any time
6. All pages to be dully signed & stamped by the Vendor.

Yours faithfully,

  
(Ms Nidhi Rathore)  
Principal



Email:apsnehruroadlucknow@gmail.com  
Website: www.apsnrlucknow.org

PRICE Rs. 100/-

Phones : 9695266858



ARMY PUBLIC SCHOOL, NEHRU ROAD, LUCKNOW CANTT

ANNUAL MAINTENANCE CONTRACT (AMC) FOR CCTV CAMERAS INCLUDING PERIPHERAL & ACCESSORIES ARMY PUBLIC SCHOOL, NEHRU ROAD, LUCKNOW

TENDER NOTICE

1. Sealed tenders under Two-Bid System are invited from reputed agencies for contracting comprehensive Annual Maintenance Contract for CCTV Cameras including peripheral & accessories installed at Army Public School (inclusive of damage done by natural calamities).

(a)	<b>Tender no.</b>	5009/CCTV/APS NR Dated : 04 February 2025
(b)	<b>Name of work</b>	Comprehensive Annual Maintenance Contract (AMC) for CCTV Cameras installed at Army Public School, Nehru Road, Lucknow Cantt.
(c)	<b>EMD</b>	Rs. 5000/- payable in favor of the Principal, APS, Nehru Road, Lucknow through Demand Draft.
(d)	<b>Cost of Tender Form</b>	Rs. 100/- (Non-refundable)
(e)	<b>Last date &amp; time for submission of Tenders</b>	17 February 2025 up to 1300 hours.
(f)	<b>Type of Bid</b>	Two bid system (Technical Bid & Commercial Bid)
(g)	<b>Opening of Tech-Bids</b>	To be communicated telephonically/email as and when tenders are opened.
(h)	<b>Duration of contract</b>	One year from the date of award of contract. However the same may be extended, if required, on same rate, terms & conditions.

2. Technical Bid & Commercial Bid envelopes be sealed separately & then placed in a bigger envelope super scribed "Comprehensive Annual Maintenance Contract CCTV Cameras". The tender should be dropped in the tender box placed at Main Gate, APS, Nehru Road, Lucknow. The tender can also be sent through registered post but must reach on time. Incomplete & conditional tenders shall be summarily rejected. The Principal, APS, Nehru Road, Lucknow reserves the right to reject any or all the tenders without assigning any reason thereof.

(Ms Nidhi Rathore)  
Principal

Encl.: As above.



**GENERAL INSTRUCTIONS FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
CCTV CAMERAS INCLUDING PERIPHERAL & ACCESSORIES  
AT ARMY PUBLIC SCHOOL, NEHRU ROAD, LUCKNOW**

1. It is proposed to call for sealed tenders for contracting Comprehensive Annual Maintenance Contract (AMC) for CCTV Cameras installed at Army Public School, Nehru Road, Lucknow.

2. The details are as under:-

- (a) The details of the CCTV Camera to be under AMC are listed in Appendix 'A'.
- (b) The terms and conditions for AMC are given in Appendix 'B'.
- (c) Confidentiality Certificate is given at Appendix 'C'.
- (f) Acceptance Certificate is given at Appendix 'D'.
- (g) Declaration certificate is given at Appendix 'E'.

3. Site survey can be carried out till 17<sup>th</sup> February 2025 with prior appointment with Principal, Army Public School, Nehru Road, Lucknow. The vendor should inspect the CCTV system/machines before submitting the quotation and no request thereafter regarding the status of the system will be entertained.

4. You are requested to also enclose a resume of your firm with specific reference to AMC and maintenance track record.

5. Clarifications if any may be sought from Tele: 9695266858 from 0900 to 1300 hours on any working day.

6. **Depositing of Tender.** Please deposit your Tender in the Tender Box placed at the Main Gate (Gate no 1) of the School, Lucknow Cantt / through Registered Post by 17<sup>th</sup> February 2025. The Tender would be opened by a Board of Officers on a date and time to be fixed by the Presiding Officer. Communication to this effect will be intimated to all vendors through telephone/e-mail. It is requested that one of your representative be present for the opening of the Technical bids. Date & Time of opening of Commercial bids would be communicated telephonically/email. The Technical Bids shall be opened first. Commercial Bids of only valid and suitable technical bids would be considered/opened. The decision of the board shall be final and binding on all and no representation in this regard will be entertained.

7. **You are advised to submit quotations as Technical Bid & Commercial Bid separately.** The envelopes should be clearly marked Technical/Commercial bids. The Technical bid must be accompanied by returnable Bank Draft of Rs 5000/-. The Commercial bids of those vendors only would be opened whose Technical bids are accompanied by the DD in favour of Principal, Army Public School, Nehru Road, Lucknow. Demand Draft of the successful bidder would be returned on receipt of Security Deposit/Bank Guarantee and of the unsuccessful bidders within ten days. Those Technical bids not accompanied by the DD will be rejected.

8. **Commercial Bid** The Commercial bids will be opened in case of only those bidders who will be qualified in the "Technical Bid" by this office. The rates quoted must include all taxes/GST, duties and levies for Army Public School, Nehru Road Lucknow. The rates quoted by you will be valid for minimum 120 days.

9. **Period of Contract (AMC)** AMC shall be for a Period of 1(One) Year from the date of issuance of award of contract/ work order. AMC for all items may be extended for further period, if required, at same rate, terms and conditions, at the discretion of this office, subject to satisfactory performance of the Agency.

10. This office reserves the right to accept or reject any or all the tenders without assigning any reason.



**The Technical bids must include:-**

- (a) Name and date of establishment of the agency (along with documentary proof)
- (b) DD of Rs 5000/- (refundable).
- (c) The firm must have local service center at Lucknow. Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person.
- (d) Contracts by the company/firms for any AMC with Govt/reputed organization for past two year (give details along with supporting documents).
- (e) Registration of the firm/company with Sales Tax Department. Ensure the following certificates are attached :-
- (i) GST No.
- (ii) PAN No.
- (f) OEM certificate/Self-declaration for AMC of CCTV cameras, DVR and NVR. The company to furnish a certificate from respective OEMs/Self-declaration that it has their backing for product support ( CCTV cameras, DVR and NVR).
- (g) ITR of Last two assessment years.
- (h) List of full time engineers with your firm likely to be deputed on site.
- (j) Service Engineers deputed must have minimum 01 year of diploma from recognized institution and minimum of 01 year work experience. For proof produce attested copies of certificate of service engineer so deputed.
- (k) Self-declaration about non-blacklisting of your firm on Company's Letter head signed by Authorized Signatory
- (l) Your acceptance to depute minimum one-**service engineer during working hours (8 hrs) each day for the school located at Nehru Road, Lucknow Cantt.**
- (m) Copy of tender enquiry in original duly signed and stamped by the firm/company.
- (n) Acceptance of company/firm for all the terms and conditions as enclosed to Tender Enquiry on Company's Letter head signed by Authorized Signatory.



(Ms Nidhi Rathore)  
Principal

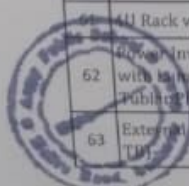
## Appendix A

## LIST OF CCTV CAMERA,NVR,DVR AND PERIPHERALS UNDER AMC

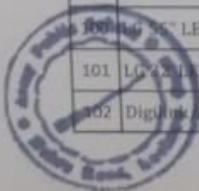
S No	Items	A/U	Qty	Actual Date of Purchase	AMC Period	Amount quoted by Vendor (Unit Rate including all)	Total Amount quoted by Vendor (including all taxes)	Remarks
1	CCTV Camera 520 TVL (including installation charges)	Nos	1	8-Dec-12	12 Months			
2	CCTV Camera (Capture BCS1200IR36)	Nos	2	20-Apr-15	12 Months			
3	Honey well out door Bullet Camera and accessories	Nos	8	29-Mar-16	12 Months			
4	HDD4TB Surveillance Seagate	Nos	2	30-Aug-16	12 Months			
5	HDD2TB Surveillance Seagate	Nos	2	30-Aug-16	12 Months			
6	HDD 2TB Seagate S/N Z4Z5MYWA	Nos	1	7-Dec-16	12 Months			
7	HDD 2TB Seagate S/N Z4Z5N3AA	Nos	1	8-Dec-16	12 Months			
8	HDD 2TB Seagate S/N Z52065JM	Nos	1	7-Jan-01	12 Months			
9	2TB Surveillance Hard Disk S/N W524x5RR Seagate	Nos	1	6-Apr-17	12 Months			
10	Powder Supply for 16 ch DVR	Nos	2	30-Aug-16	12 Months			
11	Powder Supply for 8 ch DVR	Nos	2	30-Aug-16	12 Months			
12	Power Supply for 4 Ch DVR	Nos	1	7-Dec-16	12 Months			
13	Power Supply for 4 Ch DVR	Nos	1	8-Dec-16	12 Months			
14	Power Supply for 4 Ch DVR	Nos	1	7-Jan-01	12 Months			
15	Power Supply for 4 CH DVR	Nos	1	6-Apr-17	12 Months			
16	BNC Conector	Nos	72	30-Aug-16	12 Months			
17	BNC Conector	Nos	4	7-Dec-16	12 Months			
18	BNC Conector	Nos	8	8-Dec-16	12 Months			
19	BNC Conector	Nos	8	7-Jan-01	12 Months			
20	BNC	Nos	4	6-Apr-17	12 Months			
21	Cable Copper CCTV (3+1)		8	30-Aug-16	12 Months			
22	VGA Cable 10 mtr		3	30-Aug-16	12 Months			
23	VGA Cable 5 mtr		1	30-Aug-16	12 Months			
24	Honey well AHD Bullet Camera	Nos	36	30-Aug-16	12 Months			
25	Honeywell Indore Camera 1305,S/N C6F080410051,6F080410059	Nos	2	7-Dec-16	12 Months			
26	Honeywell Indore Camera HABC-1305 PIV,S/N C6F080410566,C6F080410049,C6F0	Nos	4	8-Dec-16	12 Months			
27	Honeywell Indore Camera HABC-1305 PIV,S/N C61300330415,C61300330412,C613	Nos	4	7-Jan-01	12 Months			
28	Honeywell Indore Camera HABC-1305 PIV S/N 1104516110278,110226	Nos	2	6-Apr-17	12 Months			
29	Honey well AHD 16 Ch DVR	Nos	2	30-Aug-16	12 Months			
30	Honey well AHD 8 Ch DVR	Nos	2	30-Aug-16	12 Months			
31	Honeywell 4 Ch DVR AHD-1104,S/NDADVR1104515111210	Nos	1	7-Dec-16	12 Months			
	Honeywell 4 Ch DVR AHD-1104,S/NDADVR1104515110152	Nos	1	8-Dec-16	12 Months			
33	Honeywell 4Ch DVR AHD-1104,S/N NDADVR1104516110085	Nos	1	7-Jan-01	12 Months			



S No	Items	A/U	Qty	Actual Date of Purchase	AMC Period	Amount quoted by Vendor (Unit Rate including all)	Total Amount quoted by Vendor (including all taxes)	Remarks
34	Honeywell 4Ch DVR CHA-1104,S/N 516110171	Nos	1	6-Apr-17	12 Months			
35	Cable with Clipping		35	7-Dec-16	12 Months			
36	Cable with Clipping		90	8-Dec-16	12 Months			
37	Cable with Clipping		90	7-Jan-01	12 Months			
38	Cabling with clipping		35	6-Apr-17	12 Months			
39	Honeywell 18x1.3 m pix HD waterproof IPIR PTZ Camera S/N 16120700014	Nos	1	27-Mar-17	12 Months			
40	Honeywell Very Focal 3MP IPIR Bullet Camera. Model HWCHBD3PR2	Nos	3	27-Mar-17	12 Months			
41	Honeywell 1.3 MP 3.6 mm Bullet Camera. Model HWCHB AIPRI S/N Z310600965, Z310601094,	Nos	4	27-Mar-17	12 Months			
42	Honeywell outdoor 30 mtr AHD Bullet Camera. Model No HABC1305PI S/N ,0008,	Nos	4	27-Mar-17	12 Months			
43	Honeywell Indoor Camera HABC-1305 PIV S/N C61091930207, C61300330031, C61091930203,	Nos	12	27-Mar-17	12 Months			
44	Honeywell 8 CH NVR S/N 16070600054 Model HWCCAL NVR-1008A	Nos	1	27-Mar-17	12 Months			
45	Honeywell 4 CH DVR 1104 S/N S16110278, S16110226	Nos	2	27-Mar-17	12 Months			
46	Hard Disk Drive - 4TB S/N WDHOLWWM	Nos	1	27-Mar-17	12 Months			
47	HDD 2 TB S/N W524WZHE, W524X9Z5		2	27-Mar-17	12 Months			
48	Power Supply SMPS 12V 5 Amp	Nos	1	27-Mar-17	12 Months			
49	SMPS 12 V 10 Amp	Nos	2	27-Mar-17	12 Months			
50	Monitor 24" LG LED	Nos	1	27-Mar-17	12 Months			
51	Monitor 18" LG LED with connector S/N 6A0AM38, 6A0DG2B	Nos	2	27-Mar-17	12 Months			
52	5 Port Gega Byte Switch S/N QSTKIG2007815, QSTKIFB006907		2	27-Mar-17	12 Months			
53	8 Port Gega Byte Switch S/N SYIYIGB009702	Nos	1	27-Mar-17	12 Months			
54	Wire CAT 6 (305 Mtr roll)	roll	2	27-Mar-17	12 Months			
55	Wire 3+1 copper CCTV with clipping (90 mtrs roll)	roll	6	27-Mar-17	12 Months			
56	Wire 2 Core copper 1.5 mm ISI mark	mtr	600 mtr	27-Mar-17	12 Months			
57	VGA Cable 25 Mtr roll	roll	1	27-Mar-17	12 Months			
58	Supporting wire (20 Kg x 120/-)	kg	20 kg	27-Mar-17	12 Months			
59	BNC 32	Nos	32	27-Mar-17	12 Months			
60	GI Pipe 3" Complete fitting 15' high		4	27-Mar-17	12 Months			
61	4U Rack with Power Board	Nos	3	27-Mar-17	12 Months			
62	UPS Inverter Luminous 850 VA with Luminous Inverlast 150Ah Tubular Plate Single Bty	Nos	1	27-Mar-17	12 Months			
63	External USB Hard disk Seagate (4 TB)	Nos	1	31-Mar-17	12 Months			



S No	Items	A/U	Qty	Actual Date of Purchase	AMC Period	Amount quoted by Vendor (Unit Rate including all taxes)	Total Amount quoted by Vendor (including all taxes)	Remarks
64	External USB Hard disk Seagate (1TB)	Nos	1	31-Mar-17	12 Months			
65	Power Inverter Luminous 850 VA	Nos	1	31-Mar-17	12 Months			
66	4 U Rack	Nos	1	31-Mar-17	12 Months			
67	VGA Cable 115 Mtr		115	17-Jan-18	12 Months			
68	Honeywell Bullet Camera HABC-130PIV	Nos	6	5-Feb-18	12 Months			
69	Honeywell 8 Chanel DVR 1108-S	Nos	2	5-Feb-18	12 Months			
70	HDD SATA 4 TB	Nos	2	5-Feb-18	12 Months			
71	Power Supply CP Plus MD 100	Nos	2	5-Feb-18	12 Months			
72	BNC Connector	Nos	12	5-Feb-18	12 Months			
73	18.5 TFT Monitor Make- LG	Nos	1	5-Feb-18	12 Months			
74	Cat6 Cable (D-Link)		300	5-Feb-18	12 Months			
75	Iron Rack	Nos	2	5-Feb-18	12 Months			
76	Set Top Box for TV	Nos	1	5-Aug-13	12 Months			
77	Box CCTV Camera	Nos	3	1-May-13	12 Months			
78	Digital Video Recorder for Camera	Nos	1	1-May-13	12 Months			
79	Samsung 22" TFT Monitor	Nos	2	1-May-13	12 Months			
80	Video Cable RG6 Coaxial (In Mtr)		75	1-May-13	12 Months			
81	1200TVL 8M Capture Bullet CCTV Camera	Nos	1	1-Apr-16	12 Months			
82	Honeywell 4 Ch. DVR AHD	Nos	1	2-Nov-16	12 Months			
83	Honeywell AHD Bullet Camera	Nos	1	2-Nov-16	12 Months			
84	18" LED Monitor (LG)	Nos	1	2-Nov-16	12 Months			
85	HDD 2+B Surveillance Seagate	Nos	1	2-Nov-16	12 Months			
86	Power Supply - 4 Ch Dvr	Nos	1	2-Nov-16	12 Months			
87	BNC Connector	Nos	2	2-Nov-16	12 Months			
88	PVC Conduct 25 MM White		2	2-Nov-16	12 Months			
89	Honeywell 8 Channel Dvr 1108-S (Digital Video Recorder , 8 Channel with 1100B Resolution or above Make-Honeywell)	Nos	1	30-Sep-18	12 Months			
90	Honeywell Dome Camera HADC - 1305PIV (Indoor Camera HABC 1305 PIV Or above.	Nos	11	30-Sep-18	12 Months			
91	HDD SATA4 TB (Surveillance)	Nos	1	30-Sep-18	12 Months			
92	Power Supply CP Plus MD 100 10 Amp for 8 CH DVR	Nos	1	30-Sep-18	12 Months			
93	BNC Connector	Nos	15	30-Sep-18	12 Months			
94	18.5" TFT monitor Make LG	Nos	1	30-Sep-18	12 Months			
95	Cat 6 Cable (NCB-C6 UGRYR) D-Link (Cat 6 Camera Cable		600	30-Sep-18	12 Months			
96	Iron Rack (Mounted Bracket (4U) Standard size with Accessories	Nos	1	30-Sep-18	12 Months			
97	Honeywell Bullet IP Camera-2 Mga Pixel, Model : HIB 2PI	Nos	34	17-Aug-18	12 Months			
98	Honeywell NVR 16 Ch NVR sata Model : CALNVR-2016B	Nos	2	17-Aug-18	12 Months			
99	HDD Sata Surveillance 4 TB	Nos	4	17-Aug-18	12 Months			
100	18.5" LED TV Model : 55SE3KD	Nos	1	17-Aug-18	12 Months			
101	18.5" LED TV Model : 32SE3KD	Nos	1	17-Aug-18	12 Months			
102	Digital 3-ball Cat - 6 UPT Cable		1800	17-Aug-18	12 Months			



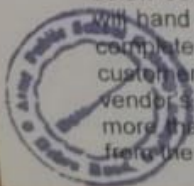


S No	Items	A/U	Qty	Actual Date of Purchase	AMC Period	Amount quoted by Vendor (Unit Rate including all taxes)	Total Amount quoted by Vendor (including all taxes)	Remarks
103	Power supply 4CAM 12V 5 Amp For NVR	Nos	2	17-Aug-18	12 Months			
104	Digisol 8 Port POE Switch Model-FS1009 PH	Nos	3	17-Aug-18	12 Months			
105	DG-FS1008PH Digisol 4 Port POE Switch Model No DG-FS 1008PH	Nos	6	17-Aug-18	12 Months			
106	1-Ball Rack 4U with Power board & Accessories	Nos	2	17-Aug-18	12 Months			
107	RJ 45 Connector	Nos	100	17-Aug-18	12 Months			
108	GI wire for proper conduiting support		1800	17-Aug-18	12 Months			
109	GI pole 3" dia, 15" Height with Fixing	Nos	6	17-Aug-18	12 Months			
110	Numeric 1KVA online UPS with 1 hours backup, Model : (Battery : (12V-42 AHx3)	Nos	1	17-Aug-18	12 Months			
111	CCTV Camera CP-GTC-T10L2C	Nos	1	6-Oct-18	12 Months			
112	CP Plus CCTV Camera HD Bullet Camera	Nos	2	16-Jan-23	12 Months			
113	4 Channel HD DVR	Nos	1	16-Jan-23	12 Months			
114	5 AMP Power supply for 4 camera	Nos	1	16-Jan-23	12 Months			
115	3+1 CCTV Wire (full copper 90 mtr roll)		90	16-Jan-23	12 Months			
116	2 U Rack	Nos	1	16-Jan-23	12 Months			
117	1 TB Hard Disk	Nos	1	16-Jan-23	12 Months			
118	CP Plus CCTV IP Camera 2.0 mega Pixel Dome (Audio/Video Recording)	Nos	75	14-Feb-23	12 Months			
119	CP Plus NVR 32 Prot with 4 HDD Support	Nos	3	14-Feb-23				
120	HDD 6 TB (Seagate Surveillance)	Nos	12	14-Feb-23				
121	LED TV 50 (Inch) Bush	Nos	3	14-Feb-23				
122	POE Switch Port 8 (D-Link)	Nos	10	14-Feb-23				
123	POE Switch Port 16 (D-Link)	Nos	5	14-Feb-23				
124	D Link 2 U Racks	Nos	9	14-Feb-23				
125	D Link 16 U Racks	Nos	1	14-Feb-23				
126	Wire Electric 1.5 mm	Nos	4	14-Feb-23				
127	D Link CAT 6 Cable	Nos	7	14-Feb-23				
128	Inverter 4.5 KVA Shine Wave (Microtech)	Nos	1	14-Feb-23				
129	Battery 12 V 150 Ah (Tubular - V Guard)	Nos	4	14-Feb-23				
130	CP Plus 2.0 MP Camera	Nos	2	22-Dec-23	12 Months			
131	CP Plus 4 CH- DVR	Nos	1	22-Dec-23				
132	HDD 1TB Surveillance	Nos	1	22-Dec-23				
133	4CH Power Supply	Nos	1	22-Dec-23				
134	CCTV Cable (1 box - 180 metres)	Nos	1	22-Dec-23				
135	LG Display 21"	Nos	1	22-Dec-23				
Grand Total Amount including all taxes :								
Grand Total Amount including all taxes in word :								



TERMS AND CONDITION FOR AMC

1. **Uptime.** During the AMC the Vendor will ensure an uptime of 95 % of the total working days for each item under AMC per quarter. The vendor shall nominate one service engineer to provide service at the customer site i.e. Army Public School Nehru Road Lucknow during school hrs (08 Hours) daily except Sunday/ School holidays.
2. **Payment terms.** Payment due from the customer for AMC shall be paid towards the end of the corresponding quarter, in four equal installments by RTGS in the name of firm.
3. No payments will be made to the vendor if he fails to maintain uptime of each item to 95% of the total working days/quarter for 95% of the items under AMC and the school reserves the complete right to cancel the contract and call the next vendor in such circumstances.
4. In case the uptime works out to be less than 95% for any item under AMC the deductions will be made at the end of the corresponding quarter as per para 6 of this appendix.
5. **Performance Bank Guarantee.** A Bank Guarantee 10% to the annual value of AMC period will cover the entire AMC. The Bank Guarantee will be valid for a period of 15 months from the commencement of AMC. The same is to be furnished within 10 days from the date of intimation that you have been awarded the contract. The vendor will have no right to claim their bills until they deposit Bank Guarantee.
6. **Downtime** In case of breakdown of any equipment/ ancillaries, the downtime will commence after 4 working hour by informing the contractor's customer supports dept. Any failure in the CCTV Cameras therefore, must be rectified within a maximum period of 48 clock hrs from lodging the complaint. If the CCTV Camera is down beyond 48 clock hrs and the standby is not provided by the vendor, penalty at the rate of Rs 500/- (Rupees five hundred only) per calendar day per CCTV Camera will be charged or recovered out of Bank Guarantee held towards AMC. Standby CCTV Camera will be accepted for a maximum of 15 days only after which para 7 will imply. Definition of CCTV Camera for the purpose of charging Penalty is as follows:-  
  
"Any sub system defective for more than 48 hrs which affects the functioning of the system as a whole or a system not functioning wholly or partly for more than 48 hrs will qualify for penalty of Rs 500/- per calendar day"
7. If the vendor fails to rectify the defect even after of 15 days from the time the defect was first reported , the customer shall have the right to get the defect rectified by a third party without affecting vendors obligations for maintenance for the CCTV Camera under this contract. Payment thus made to the third party will be deducted from the amount due to the vendor. If the cost of payment to third party exceeds the amount due to the vendor, the same will be deducted from the performance Bank Guarantee.
8. The AMC shall include both preventive and corrective maintenance to be carried out by the vendor of the CCTV Camera of the customer on an ongoing basis. This includes wear and tear due to nature's impact or calamity. Vendor will provide spare parts required for the repairs/maintenance of goods covered under Appendix-A without any charges. The replaced/worn out part(s) will be the property of the vendor, if the replaced parts are of same Make/Model. The components and spares provided by the vendor will be genuine or original.
9. Required preventive maintenance of the CCTV Camera shall be provided by the vendor daily during the customer's normal working hours and normal working days. The maintenance services will be normally offered during School hours, on week days including Saturdays but excluding Sundays and school holidays.
10. **Termination of AMC.** The customer reserves the right to terminate the AMC after a particular quarter due to unsatisfactory maintenance of the vendor, if CCTV Camera uptime is below 95% of the total number of CCTV Cameras. In case of termination of AMC, the vendor will hand over the CCTV Cameras in fully functional state. If the vendor fails to handover the complete CCTV Cameras in fully functional state at the time of termination of AMC, the customer shall have the right to get the CCTV Cameras repaired by any third party at the vendor's expense & recover cost from amount due on the vendor. If the cost of repaired item is more than the amount due on the vendor, the customer reserves the right to recover the cost from the Performance Bank Guarantee.



1. With the above, following points will also be required to be followed by the Company:-

(a) All sub systems of the CCTV Camera as per list mentioned in Appx 'A' Army Public School, Nehru Road Lucknow to be under AMC purview.

(b) Service engineers to obtain approval of list of items which are to be maintained on site by the engineers all the times in spare.

(c) OEM certificate/Self-declaration for AMC of CCTV cameras, DVR and NVR. The company to furnish a certificate from respective OEMs/Self-declaration that it has their backing for product support ( CCTV cameras, DVR and NVR).

(d) If the service engr does not report to the school as per the schedule listed at para 1 of Appendix 'B', Rs 500.00 (Rupees five hundred only) Per calendar day will be deducted from quarterly payment.

(e) The company will also be responsible to repair/replace all the items mentioned in Appendix 'A' with the same brand & configuration or higher configuration. NO other brand will be accepted.

(f) The company will also be responsible for repair/replace of OFC cable, network cable including inverter with batteries, power cable with casing and capping.

(g) The company must provide a service engr on site at Army Public School, Nehru Road Lucknow.

## 12. Customer Covenants

(a) The contractor's authorized personal shall have access to the site and the CCTV Camera whenever required to render the Maintenance service, provided that a letter of authority has been given by contractor to the school.

(b) The CCTV Cameras will be protected at all times during this agreement from unauthorized access misuse, damage or destruction by any person.

## List of items/Parts (included under AMC)

13. Vendor will stock items/parts as listed on site. These consumables items/parts should be readily available on site to obviate delay in repairs. Vendor will also be responsible to provide items/parts as listed below. The time for supply of these spares should not be more than two weeks from the date of commencement of AMC:-

(a)	Honeywell AHD 16 Ch NVR	-	01
(c)	Honeywell AHD 16 Ch DVR	-	01
(d)	HDD 6TB Surveillance Seagate	-	02
(e)	BNC Connector	-	20 pcs
(f)	DC Connector	-	20 pcs
(g)	Cable Copper CCTV(90 m)	-	01 Role
(h)	Cat 6 (305m)	-	01 Role
(j)	18" LCD Monitor LG	-	01
(k)	VGA Cable (30m)	-	01
(l)	VGA Cable (15m)	-	01
(m)	Honeywell Camera IP	-	02
(n)	Honeywell Camera (AHD) Bullet	-	02
(o)	CP Plus Camera IP Dome (A/V)	-	02
(p)	POE switch (D-link) 16 port	-	02
(q)	12V 2 amp adapter	-	02



**CONFIDENTIALITY CERTIFICATE**  
**(Submit on Company letter head duly signed and affixed seal)**

It is certified that the Company or any representative of the Company or agents authorized by the company will not disclose any information gained by them or their representatives or agents, while interacting with the persons of Army Public School, Nehru Road, Lucknow or any documents prepared in connection with the AMC or any documents received by them or any study carried out by them, directly or indirectly to any person or company or institution or press.

Company Seal

(Authorised Signature of Company)

Place \_\_\_\_\_

Date \_\_\_\_\_

**ACCEPTANCE CERTIFICATE**  
**(Submit on Company letter head duly signed and affixed seal)**

\_\_\_\_\_ of M/s \_\_\_\_\_

located at \_\_\_\_\_ hereby declare that the terms and conditions as mentioned in the Tender enquiry are acceptable to me without any reservations.

\_\_\_\_\_  
(Signature with Name & designation)  
Please affix stamp of the Company



**DECLARATION CERTIFICATE**  
**(Submit on Company letter head duly signed and affixed seal)**

1. I, \_\_\_\_\_ Son/Daughter/Wife of \_\_\_\_\_  
Proprietor/Partner/Director/authorized signatory of the Agency mentioned above is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. I undertake that all the eligibility conditions mentioned in the tender document are fulfilled. Further, all supporting documents have been attached herewith.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities toward prosecution under appropriate law.
5. It is declared that all the entries made in this form are correct. In case of detection of any false entry and incorrect information / document, the submitted tender may be rejected and Earnest Money Deposit forfeited

(Signature of Authorized Person)  
only Proprietor/Partner/Director

Date :  
Full Name:

Company Seal  
Place

