

Terms and conditions for CAMC for CCTV System

(Human Space Flight Centre – Customer; VENDOR – Contractor)

1. The Contractor's responsibility to maintain the said systems in operational condition is subject to the non occurrence of any event beyond the reasonable control like sudden act of natural calamities, Public enemy or Governmental Authority, confiscation of facilities, act of war or threatened war, hostility rebellion or damage resulting from fire, flood, earthquake, explosion, accident, riot, paralysis of normal local transport due to bandh, curfew, strike. In case such an event occurs the same shall be brought to the notice of the customer as soon as practicable and within 15 days of the occurrence.
2. Deputing a service engineer by the contractor is subject to any delay arising out of, issue of passes, providing full access to the equipment etc
3. Complaint's regarding malfunctioning of the CCTV could be registered by the Customer either on phone, Fax or email or through a letter at the nearest service centre of the Contractor. The contractor shall provide the Phone / Fax / Email detail for registering complaint.
4. Contractor will depute Service engineer to attend to the complaint on the same working day, provided the complaint has been registered before 12:00 hrs or else on the next working day of contractor. Day contract working timings are from 09:30 hrs to 18:00 hrs from Monday to Friday with off on all Saturdays, Sundays & 12 listed holidays in a year
5. **Scope of work** - The deputed engineer of the contractor will report to the customer or customer's representative at the site and will inspect the system against suspected faults (if any). The necessary faulty parts will be identified and replaced from contractor's stock of spares. For the spares not covered in free replacement, contractor shall inform the customer to issue necessary approval/ work order. On rectification, the system will be checked for normal operation both by the Contractor's service engineer and the customer or customer's representative.
6. The contract shall clearly identify the items which are not covered (Spares) in the bidding document and same shall be enclosed by Customer as annexure as part of purchase order.
7. The items replaced under CAMC shall be equivalent to the equipment / items already supplied. The faulty items shall be allowed to be taken out of HSFC premises after due internal approval process.
8. **Place of Service** - The repairs/ maintenance will be carried out by the contractor at the site of Installation of the machines and satisfactory certificate will be obtained on the Service report from the Customer. If the repairs have to be carried out at the contractor's workshop/ factory, the Customer will allow the necessary parts to be removed and taken by the Contractor.
9. Preventive Maintenance Visits - Once every Quarter year
10. Payment Term : As per quotation

Terms and conditions for Service Engineer

Scope of Work

1. The services are to be provided from Monday to Saturday from 9:30 Hrs. to 18:00 Hrs.
2. Occasionally, as and when required, the Resident Engineer may be engaged before/after the normal working hours (9:30 to 18:00).
3. Occasionally, as and when required, the Resident Engineer may be engaged during Holidays and Sundays.
4. In any of the above cases, the Resident Engineer would be called on short notice, if required.
5. Resident Engineer deployed at work shall attend the work with proper dress code, preferably with the logo of the Company and they should be courteous and well behaved.
6. Resident Engineer deployed should be either BE/BCA/MCA/MSc/BSc/Diploma in Computer Science/Electronics/Electrical and having sufficient experience in resolving any issues, routine operational checkups, supervision and operation of CCTV software and hardware items installed by the vendor.
7. The resident engineer deputed shall be responsible:
 - a) for the CCTV installed at HSFC at Devanahalli, Resident Engineer shall visit HSFC at Devanahalli with prior approval of **FOCAL POINT, HSFC**.
 - b) for the CCTV software at HSFC at Devanahalli.
 - c) Resolving any issues related to all hardware and software modules of the CCTV system
 - d) Generation of periodic and non-periodic reports related to the CCTV System whenever necessary.
 - e) Periodic database backup and support in CCTV image backup.
 - f) Any other CCTV related works assigned by HSFC during the contract period.
 - g) Routine operational checks and upkeep of following Hardware and software modules of the CCTV:
 - All CCTV Cameras installed at the HSFC Facility, Devanahalli
 - All servers / network switches / storage devices / routing cables / CCTV Monitor consoles / other items supplied and installed by the vendor
 - Updating the CCTV Software whenever required
 - Carrying out routine maintenance of the CCTV software and hardware system
 - Any other operational requirement arising out of contingencies / regular operational requirement with prior intimation to **FOCAL POINT, HSFC**
8. Department reserves right to disqualify any Resident Technical Engineer deputed, for reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience, doubtful credentials/integrity, etc. Under such circumstance contractor has to depute alternate technical engineer for undertaking the work
9. The deputed Resident Technical Engineer should be on the payroll (bona-fide employees) of Service Provider. The character and Antecedents of the residential Engineer shall be verified through record check by the Service Provider from the concerned Police authorities, and due Police Clearance Certificate (PCC) must be obtained and submitted to this office before deputing at HSFC.
10. The Service Provider (Manager or above) should visit the site regularly once in a month and discuss with the Department to check the performance, attendance and behavior of the Resident Engineer.
11. Resident Engineer to Liaison with the service Provider's technical team for online support/correction of bugs/errors issues arising during the maintenance of software.

12. Resident Engineer to cater to all hardware and software issues pertaining to CCTV System during the period of stay.
13. Any additional reports, if required, to be prepared and added to the application by the Resident Engineer in co-ordination with the Service Provider.
14. Regular Training, in usage of CCTV System hardware / software to be provided for identified HSFC personnel.
15. The complete responsibility and the Supervision of the Resident Engineer lies with Service Provider.
16. Department, being a High Security zone, the Resident Engineer deployed by the Service Provider shall be required to follow all the security requirements such as possessing a valid pass/ID card during their stay and maintaining high order of discipline, while on duty. The contractor will issue a valid photo ID card to personnel deployed.
17. The Service provider's shall replace any of its personnel who is found unacceptable to HSFC because of security risks, incompetence, conflict of interest, improper conduct or for any other reasons, immediately upon receiving written notice to that effect from HSFC.
18. If the Resident Engineer proceeds on leave or quitting the job due to his/her own personal reasons the Company, the replacement Engineer to be deployed in advance so as to prevent any interruption in services rendered by them. Replaced Resident Engineer should have been trained prior, as an alternate. The same to be conveyed to the Department in advance in writing. The knowledge transfer has not happened prior by one month, in case of permanent replacement of the Residential Engineer, a proportionate amount would be deducted as per the Service Provider's proposal. In the above case, total man-days are calculated for the total month for arriving at the deductions. No additional payment shall be made for any additional man-days actually deployed over and above the minimal deployment during a month. The man-day rate for each head would be as per the Service Provider's proposal.
19. Absenteeism and leave reserve: During working hours, the Resident Engineer should be present. If the Service Provider fails to provide the same, the Department reserves the right to deduct a proportionate contract value from the pending/future bills of the Service provider for the period of absence.
20. The Resident Engineer, once approved for the service, should not be changed by the Service Provider, without the written concurrence from the Department.
21. The Service provider shall abide by all the law of land including Labour Laws [PF, Income Tax, GST or any other extra taxes levied by the Government], Contract Labour Act, TAX deduction liabilities, Minimum Wage Act, welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Service provider and it shall not involve HSFC in any way whatsoever. HSFC shall in no way be responsible for any default with regard to any statutory obligation. Compliance of these provisions shall be ensured at the time of making monthly payments & submission of claims to HSFC for reimbursement.
22. **A Non-Disclosure Agreement to be signed between HSFC and Service Provider, as per the format enclosed.**