



HIGH COURT OF MANIPUR

HCM/C-84/2017-Estt.-I

Dated: 06/02/2018.

Supply, Testing, Installation and Maintenance of
CCTV Surveillance System for High Court of
Manipur

**Office of the Registrar General,
High Court of Manipur,
Mantripukhri, Imphal – 795002.**

**e-mail: cpc-mnp@aij.gov.in
Phone: (0385)2422968**

1. INTRODUCTION

The High Court of MANIPUR invites online bids (Technical & Financial) for “**Supply, Testing, Installation and Maintenance of CCTV Surveillance System for High Court of Manipur**”.

2. QUANTITY

- I. IP PTZ Camera (Outdoor Type) – **3 Nos**
- II. IP Fixed Dome/ Bullet Camera (Indoor & Outdoor type)– **70 Nos**
- III. IP Video System – **3 Nos**
- IV. Power cabling with Power Sockets and Data/Video Cabling, Crimping, Casing & Caping etc. per meter (**Quantity to be decided after site survey by vendor**)

The total requirement of quantity mentioned above is to be supplied, tested, installed and maintain in the High Court of Manipur as per **Annexure-1**.

3. SPECIFICATION

CCTV components should have the specifications mentioned in **Annexure 2A, Annexure 2B, Annexure 2C and Annexure 2D**.

4. SCOPE OF WORK

4a) Supply, Testing, Installation and Maintenance of CCTV surveillance system at various locations in High Court of Manipur campus at Imphal.

4b) Installation & Working satisfactory report:

The Successful Bidder, shall supply the hardware as per the specifications referred in **clause 3**.

All hardware shall be delivered at the High Court of Manipur at Mantripukhri. The hardware shall then be checked and tested in the High Court Premise in presence of High Court technicians. The High Court of Manipur will issue **Installation & Working satisfactory report**. This is required for further process of auditing, payment, lodging the complaints etc.

4c) Payment Processing: Only after issuance of such certificate as mentioned above with a proper documentation of the successful bidder, the payment shall be processed by the High Court of Manipur.

5. QUALIFICATIONS CRITERIA

The bidder shall possess the following qualifications as minimum conditions:

- a) Technical Specifications - Compliance sheet is to be Filled/Enclosed in column 3 of **Annexures 2A, Annexures 2B, Annexures 2C and Annexures 2D.**
- b) The bidder should have a turnover of at least Rs. 25 lakh per year from dealing with IT products in the last three years i.e. for the year 2014-2015, 2015-2016 & 2016-2017.
Bidders who have experience in installation of CCTV may be preferred.
Turnover Information and documentary evidence to support this response shall be attached as per **Annexure-3.**
- c) The successful bidder should be a manufacturer or an authorized dealer and shall submit **Manufacturer Authorized Form (MAF)** as per **Annexure-4.**
- d) Experience in relevant area is to be summarized and enclosed as per – **Annexure-5.**
- e) Financials is to be indicated in the format at **Annexure-6** inclusive of all Taxes, Levies, freight, forwarding, other expenses, etc. Conditional price bid would not be acceptable to tendering authority.

f) Note:

- (1). Uploading of **Annexure-1 and Annexure-7** is NOT required.
 - (2). Uploading of **Annexure-2A, Annexure-2B, Annexure-2C, Annexure-2D, Annexure-3, Annexure-4, Annexure-5 and Annexure-6** are mandatory.
- g)** Bidders should be GST complaint and should submit the proof of GST registration. A copy of GST/VAT/ST/CST No. allocated by the Sales Tax Authorities, as well as PAN number of the firm allotted by the Income Tax authorities should be submitted. The bidder should be registered with Service tax department of the Government.

6. PERIOD OF WARRANTY

- a)** The warranty shall be for a period of 2 (Two) Years with comprehensive onsite support for all the Hardware parts.
- b)** If additional period of warranty is provided by the vendor at the same cost, that will be an added advantage.

7. EARNEST MONEY DEPOSIT (EMD): Each bidder shall pay Rs. **30,000/- (Rupees Thirty Thousand) only** as the Earnest Money Deposit in the form of demand draft. The demand draft should be drawn on a nationalized/scheduled bank valid for minimum 90 days and in favour of **“Registrar General, High Court of Manipur”** payable at Imphal. The tender without the EMD would be rejected outright.

8. PERIOD OF RATE CONTRACT

This rate contract shall be valid for a period of **24 (Twenty Four)** months from the date of entering into the agreement. High Court of Manipur reserves the right to place orders for additional quantities as and when required during this period.

9. RESPONSIBILITY OF THE SUCCESSFUL BIDDER

The responsibilities of the Successful bidder are as follows:

- a)** Supply, Testing, Installation and Maintenance of CCTV as per **Annexures-2A, Annexures-2B, Annexures-2C and Annexures-2D.**
- b)** Comprehensive onsite maintenance for 2 (Two) Years including all the Hardware that are going to be supplied by the vendor as in **clause 6** for period of warranty.
- c)** An agreement has to be executed in this behalf in the form approved by the High Court of Manipur. – Draft **Service Level Agreement(SLA)** is at **Annexure-7.** (Subject to final approval by the High Court of Manipur).
- d)** The vendor should install all the items at specified site without any additional charge.

10. OTHER TERMS OF CONTRACT

- 10.1) Quote:** The bidders shall quote in Indian Rupees and the quoted price shall be inclusive of all taxes, duties, statutory levies,

supplying, installing, commissioning, freight & forwarding. Any Change in the quoted price is not allowed after the submission of the bid.

10.2) Licenses: All licenses should be in the name of the “Registrar General, High Court of Manipur, Imphal”.

10.3) Performance Bank Guarantee(PBG): The successful bidder is required to furnish an unconditional and irrevocable Bank Guarantee for an amount equivalent to 10% of total price as quoted in the financial bid within 15 days of issue of purchase order valid for the period of contract + 1 month. Else, EMD amount would be forfeited.

10.4) Unresponsive Bids: Bids with incomplete documentation may be treated as non-responsive and summarily be rejected. Bidders are hereby directed to ensure that all documentation/supporting documentation including documentary evidences in support of qualification criteria, testimonials etc., are complete and submitted as part of the Bid.

10.5) Award of Contract: The Contract will be awarded to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid. The decision of High Court of Manipur is final in this regard.

10.6) Reports: Report to be collected from the High Court of Manipur by the successful bidder – After Supply, Testing and Installation of CCTV at respective Locations, the successful bidder shall collect the report as contemplated in **Clause 4(b)**.

10.7) Payment to Successful Bidder: The payment terms shall be as follows: -

- (i) Payment shall be processed in full on receipt of the installation report and working satisfactory report as referred in **clause 4(b)** and **clause 10.6** of the tender notification document.
- (ii) High Court of Manipur is entitled to make recoveries of penalties, excess payment and applicable taxes from bidder's bill if lawfully needed.

10.8) Penalty for delivery and installation: If successful bidder fails to supply and install the hardware within **60 (sixty) days** from the date of issue of Purchase Order, a penalty of 1% of the total cost of the particular hardware per week will be charged and deducted from the amount payable to bidder. For supplies and installation beyond two weeks, penalty of 2% per week will be charged until the delivery & installation is complete.

10.9) Termination of contract: High Court of Manipur reserves the right to cancel the contract placed on the bidder if:

- a)** The bidder commits breach of any of the terms and conditions.
- b)** The bidder goes in to liquidation voluntarily or otherwise.
- c)** The service is found unsatisfactory during the warranty period.

10.10) The Earnest Money Deposit (EMD): may be forfeited:

a) If the bidder withdraws its bid during the period of bid validity.

OR

b) In case of successful bidder, if the bidder fails to sign the contract and furnish the Performance Bank Guarantee (PBG) as per **clause 10.3** from the date of the order.

10.11) Unsuccessful bidder's Earnest Money Deposit (EMD): will be discharged as early as possible.

10.12) Successful bidder's Earnest Money Deposit (EMD): will be discharged upon the bidder furnishing the Performance Bank Guarantee (PBG) as per **clause 10.3** along with all other compliances of Supply, Testing, Installation etc.,

10.13) Location not ready: In case it is found that, the location (installation point) is not ready for installation, the vendor has to make extension of data cable from the nearest Network Switch.

10.14) Variation in Quantity: The quantity of items to be procured is indicative & the same may vary.

10.15) Service Centre of the Bidder: Bidder should have at-least one authorized Service Centre in the State of Manipur and the same shall be furnished to this office at any time on demand. In case the Bidder does not have one, the bidder will have to open/arrange a Service Center within one month of the issue of the Purchase Order.

10.16) The bidder should not be blacklisted: by Central Government /Government of Manipur/any Other State Government/UT or its agencies for any reasons including for corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from execution of contract after award of work.

10.17) Pending Judicial Case: Neither the bidder nor the OEM should have any pending case with Central/State/UT pertaining to fraud/any corrupt practices in India.

10.18) Technical Manuals: All equipment will have to be supplied with all the detailed operational & maintenance manuals at free of cost.

10.19) Currency Rate Variation: High Court of Manipur is not responsible for variation in foreign currency exchange rates.

10.20) Validity of the Bid: The bid validity is 180 days from the date of opening the Financial Bid.

10.21) Legal Jurisdiction: All legal disputes are subject to the jurisdiction of High Court of Manipur only.

11. SUBMISSION, RECEIPT, AND OPENING OF BIDS TIME LINES:

a) Submission: The original proposal shall be prepared and uploaded in the e-procurement portal of Government of Manipur namely *manipurenders.gov.in*. The completed price bid must be uploaded on or before the due date.

b) Last Date for Bid Submission:

The last date for bid submission through e-procurement portal and the date of opening of tenders will be as mentioned below:

- a) DATE FOR PRE BID MEETING: 20.02.2018 @ 11:00 am**
- b) LAST DATE FOR SUBMISSION OF BIDS: 01-03-2018 @ 10:00 am**
- c) DATE FOR OPENING OF BIDS: 01.03.2018 @ 11:00 am**
- d) Date of opening of Financial Bids of Technically Qualified Bidders: Within 3(three) days from the date of declaring technically qualified bids.**

12. BID FORMAT: The tender is a two bid cover system. Technical Bid and Financial bid are to be submitted separately in e-Procurement portal only. The formats for bid evaluations are enclosed at **Annexures 2A, 2B, 2C, 2D, 3, 4, 5 & 6.**

After technically qualified bids are identified, financial bids will be opened. Financial bids shall quote all-inclusive price i.e. price inclusive of all taxes and all other levies, Supply, Testing, Install, Maintenance, freight & forwarding expenses etc., for supply, delivery and installation of the CCTVs.

- (a) Technical bids shall include format Annexures 2A, 2B, 2C, 2D 3, 4 and 5.**
- (b) Financial bid shall be submitted in the format as mentioned in Annexure-6. Financial Bid/Bill of Quantity (BOQ) shall be downloaded, filled up properly and uploaded in the financial bid after digital signature.**

13. PRICE BID EVALUATION: The Technical bid will be opened as scheduled **clause 11(b)** in e-Procurement portal. Further financial bids of technically qualified bidders will be opened in e-portal as per the schedule in **clause**

11(b)-(c). The Contract will be awarded to the successful Bidder, whose Bid has been determined to be substantially responsive by the High Court of Manipur and has been determined as the Best Value Bid.

14. HIGH COURT OF MANIPUR will not be liable or responsible for any delays due to postal/online failure or other reasons.
15. HIGH COURT OF MANIPUR reserves the right to cancel the tender, without assigning any reasons and also the right to change the quantity as per its requirements.

(A. Guneshwar Sharma)
Registrar General,
High Court of Manipur

Annexure – 1

CCTV HARDWARE TO BE ALLOTTED TO THE HIGH COURT OF MANIPUR

Sl. No.	Location	Quantity of Hardware required	Hardware
1	Out Door Building top	3	IP PTZ Camera (Outdoor Type)
2	Boundary Wall	10	IP Fixed Dome/ Bullet Camera (Outdoor type)
3	Corridors, Staff Rooms	60	IP Fixed Dome/ Bullet Camera (Indoor type)
4	Server Room	3	IP Video System

STATEMENT SHOWING THE SPECIFICATIONS

Annexure – 2A

S. No.	Specifications	Conformance Yes/ No
1.0	General Requirements	
i)	It is intend to purchase CCTV System to cover sensitive areas of the High Court of Manipur, Imphal and the connectivity of all the cameras to NVRs through cable for completion of project. (Note: High Court's existing Network Switches will be used for installation of CCTVs)	
ii)	Application of the CCTV Surveillance should include the generating alarms, recording on the basis of motion detection and private zone masking.	
iii)	The Recording of CCTV cameras should be clear & the recording resolution should be D1 quality. The NVR should also give minimum 25fps per channel on live display and recording.	

iv)	The Recording & display can be viewed on network and by the individual department where the NVRs are installed.	
v)	The recording of the NVR can be viewed on the remote location on network. The recording also should be record on remote location.	
vi)	If the NVR generated any alarm it should be E-mail to the desired person as required by authority.	
vii)	All the CCTV cameras and NVRs should have certification as given in specifications. The Certificate Should be attached with the bid.	
viii)	The bid must be complete with all equipments and required accessories along with necessary power system plugs, Video connectors and brackets.	
ix)	The authorization that the items quoted by bidder are in production and latest in this technology as on delivery of the material. The after sale service support by minimum 2 years.	
x)	The all outdoor weather proof housing should be IP66 with heavy duty brackets.	
xi)	All the software and the firmware are upgrades shall be free of charges for at least 2 years. Free of cost Complete Maintenance of every product including accessories for two years from the date of installation.	
xii)	The CMS software of NVR Should support at least 26 cameras on LAN or WAN network.	
xiii)	The PTZ Cameras, IP Cameras, NVRs and LCD monitors should be of reputed brands.	

Annexure – 2B

Technical specifications mentioned below are the minimum. Any better specification will also be accepted

IP PTZ Camera (Outdoor Type)

*Quantity(s): 3 Nos.

S. No.	Description	Requirement fulfils or not (Yes/No).
1	Auto tracking IP PTZ Dome Camera	
2	Image Sensor: 1/3" 3MP Progressive scan CCD	
3	Minimum Illumination : Color : 0.01 Lux / F1.4 , 0 Lux IR On	
4	Shutter Speed : Auto/Manual, 1/3(4)~1/10000s	
5	White Balance : Auto/Manual	
6	Automatic Gain Control (AGC): Auto/Manual	
7	Back Light Comp. : BLC/ HLC/ DWDR	
8	Lens : 2.8~12mm motorized lens	
9	S/N Ratio : More than 50dB	
10	Panning Range & Speed : 0°~360°, Max. 400°/Sec	
11	Tilting Range & Speed : 0°~180°, Max. 400°/Sec	
12	Auto Panning : Yes	
13	Video Compression : H.264/MJPEG	
14	Video Streaming : Main Stream:3M (1 ~ 25/30 fps) / 1080 p (1 ~ 25/30fps)	
15	Resolution : 3M(2048x1526) / 1080P(1920x1080) / D1(704x576/704x480) / CIF(352x288/352x240)	
16	Privacy Masking : Up to 4 areas	
17	ICR : Auto(ICR)/Color/B/W	
18	Smart Phone : iPhone, iPad, Android, Windows Phone	
19	Protocol : IPv4/IPv6, HTTP, HTTPS, SSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP,RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPOE, DDNS, FTP, IP Filter, ONVIF Profile S	
20	User Account : 10 Users	

21	IR : IR Range of 150 Mtr.	
22	Optical Zoom: 36x	
23	Operating Temperature : -30°C~+60°C/ Less than 95%RH	
24	Weatherproof Standard : IP66	
25	Regulatory : CE, FCC,UL and RoHS	
26	Make and Model: (exact details to be provided by the bidder with its official brochure)	

Annexure – 2C

IP Fixed Dome/ Bullet Camera (Indoor & Outdoor type) *Quantity(s): 70 Nos.

Sl. No.	Description	Requirement fulfils or not (Yes/No).
1.	General Type : 2 MP or better	
2.	Camera Image Sensor : 1/2.8" Type Progressive Scan CCD	
3.	Resolution : Up to 1,280 x 1,024	
4.	Min. Illumination : Color : 2 Lux @ F1.4; B/W : 0.1 Lux @ F1.4	
5.	Image Enhancement : Backlight Compensation/3D-DNR/ Exposure Control/Sens-up Control /AGC/White Balance/ Privacy Masking / EIS / Sharpness	
6.	Video/Audio Video Compression : H.264 / MJPEG	
7.	Frame Rate : 30 fps @ 1,080p	
8.	Network Ethernet : 10/100 Ethernet	
9.	Security : Password Protection, HTTPS(SSL, TLS)	

10.	Protocol : TCP/IP(IPv4), HTTP, HTTPS, RTP, RTSP, UDP, DHCP, FTP, SMTP, NTP, ARP, ICMP, DDNS(LG), PSIA	
11.	ONVIF : Yes	
12.	IR : IR range of 30 mtr	
13.	SD Card Slot : Yes	
14.	Certification : UL, FCC, CE	
15.	Connections : 6 and More	
16.	Make and Model: (exact details to be provided by the bidder with its official brochure)	

Annexure – 2D

IP Video System

*Quantity(s): 3 Nos.

Sl. No.	Description	Requirement fulfils or not (Yes/No).
1	Processor : Quad-core embedded processor	
2	User Interface : GUI	
3	Operating System : Pre-loaded Licensed OS	
4	IP Camera Input : Min 26 Channel	
5	Two way talk : 1 Channel O/P and 1 Channel I/P	
6	Video O/P : 1 HDMI , 1 VGA	
7	Compression : H.264 / MJPEG	
8	Video Resolution : 2560 X 1920 , 2048 X 1526, 1920 X 1080, 1280 X 720	
9	Video Recording : 120 Mbps	
10	Video Display Split : 1/4/8/9/16	
11	Video Loss : Support	
12	Camera Blank : Support	
13	Alarm Input/Output : Min 12 channel / Min 3 Channel	
14	Hard Disk : Min 4 SATA ports, Raid (Redundancy), 16TB Hard disk should be included	
15	Smart Phone : iPhone, iPad, Android, Windows Phone	
16	Protocol : IPv4/IPv6, HTTP, HTTPS, SSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPOE, DDNS, FTP, IP Filter, ONVIF Profile S	
17	User Account : 10 Users	
18	Trigger Event : Recording, Alarm, Video Push, Email, FTP	

19	Recording Mode : Manual , Schedule , STOP	
20	Search Mode : Time/Date , Alarm , Motion Detection , Exact Search (accurate to second), Smart Search	
21	Playback : Play, Stop, Pause, Rewind, Fast Play, Next file, Previous file, Next Camera, Previous Camera, Full Screen, Backup Selection	
22	Backup Mode : USB Device / Internal SATA / Network	
23	Interface Ports : 2 x USB 2.0, 1RS485 , 1 RS232,1RJ45	
24	Ethernet Ports : 1 RJ-45 port (10/100M/1000M)	
25	Power Supply : AC 100V~240V 50/60Hz	
26	Regulatory : CE, FCC,UL and RoHS	
27	Make and Model: (exact details to be provided by the bidder with its official brochure)	

*** The quantity mentioned above is subject to change; however for finding out the lowest bidder the above mentioned quantities will be used**

Annexure – 3

Format for Turnover information

Total turnover of the bidder during the preceding 3 years:

Financial year	Turnover in INR (Rs. In Lakhs)
2014-15	
2015-16	
2016-17	

Annexure -4

MAF (Manufacturer Authorization Form)

Date:

Ref Number: HCM/C-84/2017-Estt.-I Dated 06/02/2018

To:

**The Registrar General,
High Court of Manipur,
Imphal.**

e-mail: cpc-mnp@aij.gov.in

Dear Sir/Madam,

SUB: Supply, Testing, Installation and Maintenance of CCTV at the High Court of Manipur.

We authorize M/s **XYZ Limited** to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

*We hereby extend our full guarantee and warranty as per terms and conditions of the tender and or the contract for the equipment and services offered against this invitation for tender offer by the M/s **XYZ Limited**.*

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or the period of contract.

Yours Faithfully,

Annexure – 5

Experience Statement

Experience in the relevant areas with the clients (Attach separate statement)

Sl. No.	Year	Name of the client organization	Scope of the work	Value of the work (in Rs. lakhs)
1	2014-15			
2	2015-16			
3	2016-17			

(Please attach the relevant certification from the Client Organization along with a certified copy of the Purchase order)

Annexure – 6

Financial Bid Format for the CCTV hardware

1. All prices should be quoted inclusive of all taxes.
2. Prices should be quoted in Indian Rupees
3. Quoting incredibly low value of items with a view to subverting the Tender process shall be rejected straight away and EMD of such Vendor will be forfeited.

Sr. No.	Item Description	Unit Price (Rs.)	GST / any other Tax applicable	Unit Price (inclusive of all Taxes)
1	IP PTZ Camera (Outdoor Type)			
2	IP Fixed Dome/ Bullet Camera (Indoor)			
3	IP Fixed Dome/ Bullet Camera (Outdoor type)			
4	IP Video System			
5	Power cabling end to end integration Price per meter:- Casing, Cabling, Capping, Crimping with Power Sockets			
6	Data/Video Cabling end to end integration Price per meter:- Casing, Cabling, Capping, Crimping with Data/Video Sockets			
7	Cost of AMC for another 3 years			
8	Cost of AMC for another 5 years			
Total Price				
(Inclusive of all Taxes for Row Nos. 1 to 6)				

The **Total Price** of above financial bid inclusive of all taxes & expenses for 2(Two) years on-site maintenance & support will be taken as the basis for evaluation of financial bids. Row Nos. 7 and 8 will not be considered for evaluation of financial bids.

ANNEXURE-7

Service Level Agreement (SLA)- (Template/Model).

THIS AGREEMENT executed on this day of _____ between the High Court of Manipur, Mantripukhri, Imphal-795002, represented by its Registrar General, presently Shri _____ AND _____ Co., represented by its Authorized Signatory Shri 'X' which expression shall include unless the context otherwise requires its successors and permitted assigns.

Whereas the High Court of Manipur vide orders dated _____, after processing in Tender Notification No : _____ had issued purchase order for purchase of :-

- I. IP PTZ Camera (Outdoor Type) – **3 Nos**
- II. IP Fixed Dome/ Bullet Camera (Indoor & Outdoor type)– **70 Nos**
- III. IP Video System – **3 Nos**
- IV. Power cabling with Power Sockets and Data/Video Cabling, Crimping, Casing & Caping etc.

- to be supplied to the High Court of Manipur listed in the vide Tender Notification No. _____ the bid proposed for supply of CCTV hardware by the company is accepted by the High Court of Manipur and the purchase order is placed with the seller to supply, testing, installation and maintenance of CCTV in the respective locations as per in **Annexure-1** with 2(two) years of comprehensive warranty with onsite support as per **clause 9(b)** of the tender.

Further as per **clause 8** of the tender notification document, the rate contract agreement is valid for a period of 24(twenty four) months from the date of agreement and High Court of Manipur reserves the right to place orders with the

SELLER, to supply and install CCTV Hardware at the rate agreed upon. Therefore, as per the terms of the tender document and as per the recommendations of

Hon'ble High Court of Manipur, by its Purchase Order No. _____
Dated _____ requested the SELLER for supply and install CCTV hardware to the High Court of Manipur as per the **Annexure-1**.

1. Now this agreement WITNESSTH AS FOLLOWS

In consideration of the agreed price, the SELLER hereby agrees to sell, supply, test, install and maintain CCTV hardware of the required specifications and the High Court of Manipur agrees to purchase the same on the following terms and conditions.

2. Non working/ Non functioning/ defective/ broken

CCTV hardware should be replaced with new one by the vendor at its own cost and risk within 30 days from the date on which the vendor has been informed of such damage.

3. Supply, Install, Configure and Commissioning

3a) Report to be collected from the High Court:--The SELLER, shall supply the CCTV hardware as per the specifications, at respective locations and submit the report as per **clause4(b)** of the tender document.

3b) Only on production of the certificate mentioned above with a proper documentation, the payment shall be processed by the High Court of Manipur.

3c) It is specifically agreed upon that the SELLER would complete his obligation as at **clause 3a)** above of this agreement, within **60(sixty) days** from the date of purchase order.

4. WARRANTY

The warranty shall include:

- (i) Attending & rectifying to break down calls and identifying the reason for break down.
- (ii) Replacement of defective/failed parts by supplying the new spares, free of cost and bring the CCTV hardware back to normal and regular working condition.
- (iii) Steps will be taken by the bidder to bring back the faulty unit back to working condition within the stipulated time as in **clause (5)** on corrective maintenance of this agreement.

5. MAINTENANCE OF CCTV hardware:

CORRECTIVE MAINTENANCE:

SELLER, undertakes to attend to any complaints relating to the CCTV hardware within 48 hours during the period of warranty. Corrective maintenance to bring back the device to up and in working condition, failing which the seller is liable for penalty as described in **clause 7** of this agreement (SLA).

6. ESCALATION MATRIX including service representative at Imphal to be provided by the vendor.

7. Service Delivery: Penalty for delay in attending the service calls on CCTV hardware in time, will be levied at a rate of **Rs.100/-** (Hundred Rupees) per CCTV hardware per day.

IN WITNESS WHEREOF, THE PARTIES HAVE AGREED AND EXECUTED THIS
AGREEMENT ON THIS DAY _____ AT IMPHAL IN THE
PRESENCE OF THE FOLLOWING WITNESS.

For M/s.

For High Court of Manipur

Name:

Name:

Designation:

Designation:

Signature:

Signature:

Rubber stamp / Seal

Rubber stamp / Seal

Date:

Date:

Witness:

1.

2.

