

Scope of Work

Terms of Agreement:

1	All equipment supplied under the contract shall be manufactured in the manner set out in the specification and to the reasonable satisfaction of the purchaser. All the IP Based CCTV Surveillance System equipment supplied by the contractor shall be new, unused and conforming to relevant standards.
2	Comprehensive warranty to be covered for 2 years
3	All MAC addresses of the camera should be registered with the camera OEM
4	Supply, install and commissioning of CCTV at different PSS location of TPWODL
5	Studying existing network setup in consultant with TPWODL Communicatoion team.
6	Prepare landscape/diagram/HLD and deliverable SoW.
7	Mounting of the appliance in the rack
8	Installing the related hardware/software components and terminating the cables on network.
9	Complete configuration of the device to integrate with network.
10	Implement and Documentation of the same
11	Test all the services.
12	Provide Hands on Training for TPWODL Team
13	BA should complete the project as per the agreed time line.
14	The BA must prominently display signage to indicate areas under CCTV surveillance
15	Offered Product/OEM shall not be in blacklisted product/OEM list issued by Gol
16	OEM Team/Engineer should do the implementation services at site

Maintenance Services

1	Vendor shall provide maintenance services under this agreement for the equipment listed above on per agreed vide purchase order number for the purchased equipment.
2	The maintenance services shall include the following: -
3	A. Corrective Maintenance
4	Any system failure, service will be attended by vendor's engineer and if necessary by their specialists and consultant. If any spare parts or full system requires replacement, it should be replaced with equivalent model or higher model only. Till the time spare part / services is replaced/restored, entire appliance will be considered to be down.
5	B. Preventive Maintenance
6	TPWODL will allow vendor to carry out required Preventive Maintenance of the device. The down time required for Preventive Maintenance will be included in total down time of system to calculate quarterly uptime and also communicated to TPWODL management by the vendor

Spares Availability/Upgradation of the Software

1	Vendor shall have a back-to-back Business Critical Support arrangement with the <OEM> for spares and escalation support. Vendor shall also have a formal arrangement with < OEM> for any technical support that may be required on the hardware and the OS.
2	A copy of agreement between service provider & OEM should be provided to TPWODL
3	The deliveries under system Hardware, software/patches support include: -
4	System Software (IOS) updates / upgrades
5	Pro-active patch notification & installation on device
6	Operating System Bug-fixes
7	Flash memory up gradation
8	Access to OEM Diagnostic Solutions Database
9	Any other changes beneficial to TPWODL will be done on device through the bidder
Response and Resolution Time	
1	As mentioned in SLA
Delivery Time	
1	The devices should be delivered within six (04) weeks from Release order issuance date and installation of the same should be done in two (02) months from the date of intimation. (Client will intimate date to bidder for installation of equipment's).
2	The BA should provide minimum 2 nos of team to execute the project and completed within 2 months from intimation by Project manager.
3	Any additional delay in the project shall be attract penalty clause, with a charge of Rs. 2000 per day. The maximum penalty shall be capped at 5% of the RO value.
Method of contact to Engineer	
1	Vendor should mention contact no, e-mail id and name of concerned engineer
Level of specialist assistance to engineer.	
1	The vendor will ensure that all required specialist /Technical Support will be provided to his engineer so that the guaranteed uptime will be achieved
2	Level of Escalation (If problem are not resolved as per SLA)
3	Level 1 – The Account Manager <Ph number ,Email id>
4	Level 2 – General Manager or Equivalent Level <Ph number ,Email id>
5	Level 3 – CEO of the company <Ph number ,Email id>
Reporting	
1	The vendor shall prepare a Monthly Report in the prescribed format of TPWODL covering the following - Uptime Summary Report
Liquidated Damages	
1	Incase uptime commitment of device is not met as per SLA the same would attract a Penalty @ Rs 100 per hour per device with capping of 10000 per Location/Sites.The penalty money will be recovered from the payment due to vendor.

Safety Compliance	
1	The vendor bound to met all the safety compliances of TPWODL during the activity.