



- Configuration management and optimization of network settings
- Performance tuning and bandwidth management
- Diagnosis and resolution of network connectivity problems
- On-site and remote technical support
- Documentation of network infrastructure and changes

**1.2. CCTV Systems:**

- Inspection and testing of CCTV cameras, DVRs/NVRs, and associated equipment
- Cleaning and adjustment of cameras for optimal image quality
- Verification of video storage and backup systems
- Firmware updates and software patches for improved functionality and security
- Proactive monitoring of CCTV system health and alerts
- Troubleshooting and resolution of video loss or recording issues
- Configuration adjustments for optimal coverage and settings
- On-site and remote technical support
- Documentation of CCTV system configuration and changes

**1.3. VLAN configuration** will be done free of cost by the firm getting AMC

**3. TERM OF ENGAGEMENT:**

This MOU shall be valid for a period of one years from the effective date of 10-Oct-2023, unless terminated earlier by either party with a written notice of 15 days

**3.1. Payment Terms:** The annual maintenance charges will be invoiced on a Monthly basis. All the copies of troubleshooting reports (if any) to be submitted monthly at office along with GST invoice in order to process monthly payment.

**3.2. Downtime:** Any downtime activity should be planned well in advance during weekends or off-hours.

**3.3. Exclusions:** The CAMC does not cover the cost of any enhancements or consumable item, which will be billed separately as per market cost.

**3.4. Termination:** Either party may terminate the contract by providing [15 days] written notice.

**3.5. Non-Disclosure Agreement:** We prioritize the confidentiality and security of your information and are willing to sign a separate non-disclosure agreement upon request.

**3.6. Service Levels and Response Time:**

We offer the following service levels and response times as part of the CAMC:

**1. Networking Systems:**

- Priority 1 (Critical Issues): Response within 2 hours, 24/7 availability
- Priority 2 (High Priority Issues): Response within 4 hours, business hours support
- Priority 3 (General Issues): Response within 8 hours, business hours support

EXCAIN LLP  
Partner

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## 2. CCTV Systems:

- Priority 1 (Critical Issues): Response within 4 hours, 24/7 availability
- Priority 2 (High Priority Issues): Response within 8 hours, business hours support
- Priority 3 (General Issues): Response within 24 hours, business hours support

## 3.7. PENALTY

- All appliances related calls shall be reported, diagnosed, resolved and rectified as per REC Banda satisfaction to maintain 98% availability/up time. If the Bidder fails to maintain 98% availability of system, 3 % penalty (of billing amount) for down time will be imposed on the bidder.

## 4. RESPONSIBILITIES:

### 4.1 Rajkiya Engineering College Banda Responsibilities:

- Provide necessary access to the premises for maintenance activities.
- Timely payment of the annual maintenance fees.

### 4.2 Excaim's Responsibilities:

- Regular inspection, maintenance, and troubleshooting of CCTV and Networking infrastructure.
- Prompt response to reported issues within the agreed service level.

Contract Duration: 10-Oct-2023 To 09-Oct-2024

Contract Number: GEMC-S11687748582242

*Ashish*  
Partner  
Signatures

Excaim LLP, Lucknow

*Ashish*  
Signatures  
राजकीय इंजीनियरिंग कालेज  
Rajkiya Engineering College, Banda  
बन्दा (उ०प्र०)

Date: 10-Oct-2023

*Ashish*  
भारतीय डिजिटल कं. पत्र