

# INDIA NON JUDICIAL



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**EXCAIN LLP** 

Article 4 Affidavit

Not Applicable

Conservation a

**EXCAIN LLP** 

RAJKIYA ENGINEERING COLLEGE BANDA

EXCAIN LLP

(Ten only)

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Stan o Duty Paid By Memorandum of Understanding (MOU) between Rajkiya Engineering College, Banda and Excain LLP, Lucknow for Comprehensive Annual Maintenance Contract (CAMC) of CCTV and Networking

#### 1.Scope of Services:

Our CAMC works includes comprehensive maintenance and support services for the following:

20 Sep-2023 00H0 PM

## 1.1 Networking Systems:

- Regular inspection and preventive maintenance of network equipment (routers, switches, firewalls, etc.)
- Firmware updates and patch management for enhanced security
- Proactive monitoring of network performance and troubleshooting of issues

#### Statutory Alert:

- The authenticity of this Stamp certificate should be verified at 'www.shcilestamp.com' or using e-Stamp Mobile App of Stock Holding. Any discrepancy in the details on this Certificate and as available on the website / Mobile App renders it invalid.
- The onus of checking the legitimacy is on the users of the certificate.
- 3. In case of any discrepancy please inform the Competent Authority.





- 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
- EXCAIN LPriority 3 (General Issues): Response within 8 hours, business hours support

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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 Excain's Responsibilities:

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

Contract Duration: 10-0ct-2023 To 09-0ct-2024 Contract Number: GEMC-511687748582242

Signatures

Excain LLP, Lucknow

Signate

राजकीय इंग्जीनियरिंग कालेज Rajkiya Engineering College, Banda

Dale: 10-Oct-2023

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