

THE UNIVERSITY OF BURDWAN

Established by virtue of West Bengal Act XXIX of 1959

Phone No. : 0342-2634975, Telefax : 0342-2634071

Email: fo@buruniv.ac.in Website : www.buruniv.ac.in

Finance Department, Golden Jubilee Building,

Bardhaman - 713104

Ref. No. BUCC/CCTVAMC/133

Date: 12.09.2025

To
Generic Solutions
7L Bancharam Mitra Lane,
Flat No 59, 1st Floor, Konnagar-712235, Hooghly, (W.B)

Sub: Work Order for Annual Maintenance Contract for CCTV Surveillance System at the University Campuses

With reference to your quotation submitted through e-tender [Ref. no. BUCC/CCTVAMC/132, Dated. 11.07.2025 (TENDER ID: 2025_BU_877278_2)] for **Annual Maintenance Contract with Comprehensive Support for the CCTV Surveillance System at the University Campuses for One Year with Spare Parts**, the work order is hereby placed with you for the following services.

Item Description	Base Price Rs.	Price + GST Rs.
Annual Maintenance Contract with Comprehensive Support for the CCTV Surveillance System at the University Campuses for One Year with Spare Parts (Detail specifications mentioned in Annexure – I & II)	Rs. 1,59,000/-	Rs. 1,59,000/- + Rs.28,620/- (GST) = Rs. 1,87,620/-

Rupees One Lac Eighty Seven Thousand Six Hundred Twenty Only

Your kind attention is drawn to the following conditions attached to the services mentioned above.

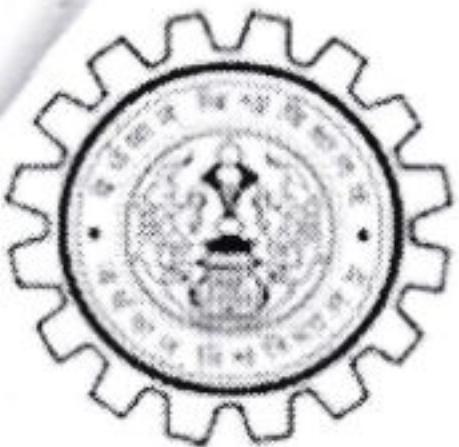
- (1) An agreement for the Annual Maintenance Contract (AMC) in the University prescribed format (annexure – III) within 5 days from the date of receipt of work order, duly signed by the authorized signatory is to be submitted to the undersigned. The terms & conditions of AMC should be in compliance with the work order details enclosed herewith in the annexure – I & II.
- (2) The service must be rendered strictly in compliance with the work order details enclosed herewith. Deviation in the specification cannot be made without prior approval of the undersigned.
- (3) Service shall have to be rendered within one hour of reporting (either over phone call or through email) of any fault/break down.
- (4) Cameras, NVR, DVR, HDD, switches, monitors, and their related accessories should be repaired/replaced immediately after being reported.
- (5) In addition to on-call service, preventive maintenance services (at least 4 (four) maintenance support for CCTV services per week) must also be rendered.
- (6) Payment against the AMC will be made in two phases, after every 6 (six) months, on submission of the invoice for the respective period. Payment will be made, if the service rendered for the period is satisfactory. If the service during any period is not satisfactory, the work order may be cancelled without any prior notice.
- (7) The work order value for AMC is ₹ 1,87,620/- (Rupees One Lac Eighty Seven Thousand Six Hundred Twenty Only) for the period of 01 (one) year i.e. 15-09-2025 to 14-09-2026.

S. Lakshmi
Finance Officer 12/09/25

Copy forwarded for information:

1. In-charge (Addl. Charge), Computer Centre

*Received
J. M.
15/09/2025*



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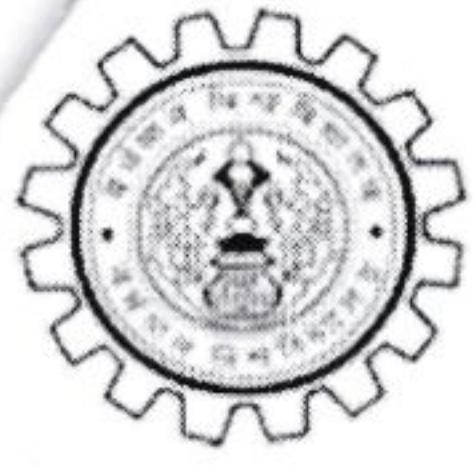
Bardhaman - 713104

Annexure – I

Annual Maintenance Contract with Comprehensive Support for the CCTV Surveillance System at the University Campuses for One Year with Spare Parts

a)	Maintenance of campuses (Golapbag, Rajbati, Golden Jubilee Building, Tarabag Guest House, Computer Science Building, Microbiology Building) having operational 110 nos. of IP CCTV/Analog Cameras, 7 nos. NVR, 4 nos. DVR with Monitors. If require, cameras, NVR, DVR, HDD, switches, monitors and its related accessories would be repaired/replaced by the awarded bidder. SMPS, adapters, RJ-45 connectors, BNC connectors will be supplied by the awarded vendor.
b)	New UTP cable laying (1000 mtr. approx.) and repairing/replacing of existing UTP cables (as and when required). UTP cables would be supplied by B.U. The laying of UTP cables must be as per following specifications.
c)	Fault detection of existing OFC (as and when required). The company should use their own devices (OTDR, & splicing machine) and accessories required for these purposes. If require, additional fiber would be provided by the awarded vendor.
d)	CCTV related, if required, fixing of LIU, jack panels, devices and rack dressing for both new OFC laying and existing OFC (in case of repairing/replacement) including supply of hardware nuts and other accessories. If require, LIU, jack panel, network devices (switch), OFC patch cord, UTP patch cord would be supplied by the awarded vendor. Shifting of CCTV and other accompanied devices to be executed if situation arises and instructed by BU.
e)	CCTV related installation and configuration of network switches, camera, whenever required, for connecting to the existing LAN with multiple VLAN support (qualified and knowledgeable manpower with pre-requisite certification must be provided for configuring & installation of devices).
f)	At least 4 (four) maintenance support for CCTV services per week must be provided for preventive measures besides on call service. Personnels of the awarded vendor should attend the call within 1 hour positively.
g)	Attending breakdown & render maintenance to put the system in order and monthly/as necessary preventive maintenance require on all 7 days.
h)	Keep cleaning CCTV glasses & lenses & view setting in every month.
i)	Check backup system & network system NVR/DVR every week and download back-up from NVR/DVR on every fortnight/when asked for in external HDD provided by the B.U. Moreover, it is the sole responsibility of the awarded vendor to furnish the required recordings from the system for the given period, location, etc. as sought by the B.U.

*S. Chakrabarti
12/09/20*



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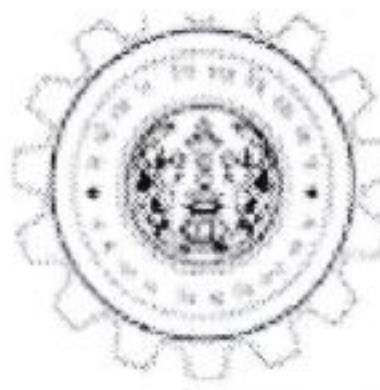
Finance Department, Golden Jubilee Building,

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Annexure – II

Location with count		Count					Make
Sr No	Particulars	Total	Rajbati	Golden Jubilee Building	Tarabag Guest House	Golapbag	
1	4 MP IP Dome (30 M IR) Camera/Bullet Camera (60-70 IR) Approx.	57	08	12	15	22	Hikvision
2	Analog 2mp Dome/Bullet Camera	53	53	0	0	0	Hikvision
3	NVR 64 Ch 8 Sata	02				02	Hikvision
4	32 Ch NVR with 4 SATA	02		01	01		Hikvision
5	8 CH NVR with 1 SATA	02	01			01	Dahua
6	16 Ch DVR with 2 SATA	03	03	0	0	0	Hikvision
7	8 Ch DVR with 1 SATA	01	01				Hikvision
8	32" Led Monitor	04		01	01	02	Hikvision
9	22" Led Monitor	04	03			01	Hikvision

*S. Chakrabarti
12/09/2025*



ANNEXURE - III

Date:

ANNUAL MAINTENANCE CONTRACT AGREEMENT

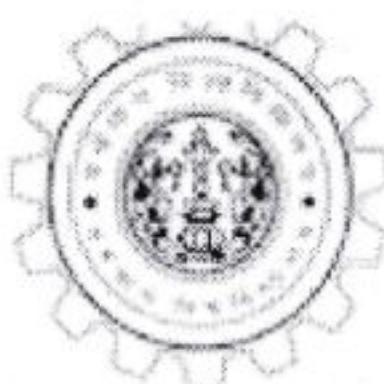
Name of the Customer:	Name of the Vendor:
The University of Burdwan, Burdwan, West Bengal – 713104 Cont.: E-mail:	GENERIC SOLUTIONS 7L Bancharam Mitra Lane, Flat No 59, 1st Floor, Konnagar-712235, Hooghly, (W.B) Phone No. +91 9830243434 / 033-26745452 Email: genericsolutions@outlook.com

About AMC:

Reference no. BUCC/CCTVAMC/132, Dated. 11.07.2025 (TENDER ID: 2025_BU_877278_2) for Annual Maintenance Contract with Comprehensive Support for the CCTV Surveillance System at the University Campuses for One Year with Spare Parts for the period __-09-2025 to __-09-2026.

Scope of the Work:

1. The agreement for the Annual Maintenance Contract (AMC) would remain valid for one year starting from 15-09-2025 to 14-09-2026.
2. Maintenance of campuses (Golapbag, Rajbati, Golden Jubilee Building, Tarabag Guest House, Computer Science Building, Microbiology Building) having operational 110 nos. of IP CCTV/Analog Cameras, 7 nos. NVR, 4 nos. DVR with Monitors. If require, cameras, NVR, DVR, HDD, switches, monitors and its related accessories would be repaired/replaced by the undersigned vendor. SMPS, adapters, RJ-45 connectors, BNC connectors will be supplied by undersigned vendor.
3. New UTP cable laying (1000 mtr. approx.) and repairing/replacing of existing UTP cables (as and when required). UTP cables would be supplied by B.U. The laying of UTP cables must be as per following specifications.
4. Indoor UTP cable laying following the norms of structured cabling [including supplying of materials (ISI standard) like ferrule (for marking at both end of UTP cable), PVC pipe/casing, etc.]. Marking on cables, I/O box and route markers are to be made as per the specifications to be provided by the B.U.
5. Fault detection of existing OFC (as and when required). The undersigned vendor should use their own devices (OTDR, & splicing machine) and accessories required for these purposes. If require, additional fiber would be provided by undersigned vendor.
6. CCTV related, if required, fixing of LIU, jack panels, devices and rack dressing for both new OFC laying and existing OFC (in case of repairing/replacement) including supply of hardware nuts and other accessories. If require, LIU, jack panel, network devices (switch), OFC patch cord, UTP patch cord would be supplied by undersigned vendor.



7. CCTV related installation and configuration of network switches, camera, whenever required, for connecting to the existing LAN with multiple VLAN support to be executed by the undersigned vendor.
8. At least 4 (four) maintenance support for CCTV services per week must be provided for preventive measures besides on call service. Personnels of the undersigned vendor should be available within one hour time every time to attend the reported task.
9. Attending breakdown & render maintenance to put the system in order and monthly/as necessary preventive maintenance require on all 7 (seven) days.
10. Shifting of CCTV from one location to another location and other accompanied devices to be executed if situation arises and instructed by BU.
11. Keep cleaning CCTV glasses & lenses & view setting in every fortnight.
12. Check backup system & network system NVR/DVR every week and download back-up from NVR/DVR on every fortnight/when asked for in external HDD provided by the B.U. Moreover, it is the sole responsibility of the undersigned vendor to furnish the required recordings from the system for the given period, location, etc. as sought by the B.U. instantly.
- 13. Contact details of the Vendor:**
GENERIC SOLUTIONS
7L Bancharam Mitra Lane,
Flat No 59, 1st Floor,
Konnagar-712235, Hooghly, (W.B.)
Phone No. +91 9830243434 / 033-26745452
Email: genericsolutions@outlook.com

Signature of the Customer:

The University of Burdwan
Date:

Signature of the Vendor:

Authorised Signatory,
Generic Solutions
Date: 15/09/2025

