

STANDARDS COMMITTEE

GABO Maintenance Contract  
for  
CCTV Systems





# GABO ENTERPRISES

No.57, First Floor, GST Road, Pallavaram, Chennai - 600043

GSTIN: 33AIRPA0376J3Z8

Ph: 044-22642115 / 9894316115

---

## Annual Maintenance Contract (AMC) for CCTV Surveillance System

Quality of a security system depends largely on how well a system is maintained over a period of time. Security systems today are almost fool proof, but the maintenance of the installed quality wears off on the long run. System maintenance hence remains a crucial factor. Maintenance of CCTV camera requires special skills. Every organisation may not have specialised CCTV Surveillance System maintenance team to take care of all variety of cameras. CCTV camera manufacturers, distributors and installers are the best people to support in maintaining these cameras, as the total technology is available with them. In order to help our corporate customers in getting the best throughput from the CCTV camera, we have introduced the concept of Yearly Maintenance Contracts for the CCTV Surveillance System at the price mentioned in the attached table.

### General Terms & Conditions:

- 1. Period of Contract:** The contract is valid for one year from the date of signing of memorandum of understanding (MOU) on AMC. This may be renewed yearly subject to rendering of satisfactory service & fulfilling the term & conditions.
- 2. Payment Term:** For all AMC, payment will be made one time, in advance.
- 3. Maintenance of Parts:** Maintenance of the CCTV Surveillance System includes Camera Visibility Test, DVR Recording Test, DVR Settings Verification, and Disk Error Check. Replacement of CCTV parts, Hard Disks and some consumable items are not covered under AMC. Cabling issues will not be covered under AMC. However the servicing agency may provide such components and the price may be fixed at the time of signing of AMC or on diagnosis.
- 4. Quality of Spares and Service:** The equipment parts replaced must be compatible and equivalent in performance of existing parts. Service rendered must be of the highest possible quality on par with the installation standards that have been followed.
- 5. Transportation Charges:** The AMC cost includes the travelling cost for rendering service throughout the quarterly period for one or all locations and for one or all systems and the end customer will not be charged for transportation.
- 6. Service Tax:** The AMC cost excludes service tax charged by State or Central Govt. for rendering this type of service.
- 7. Response Time:** Usual response time for normal issue would be 48-72 hours from the time of logging the complaint. However on critical scenarios, cases would be attended within a 24-hour time frame.

**8. Working Hours:** The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies. GABO working hours would be 10 AM to 7 PM on all except Sunday which is an organisational holiday

**9. Final Authority:** The final authority for payments will be Head of the Organisation offering the AMC.

**AMC Pricing Details**

Item Description	Rate	Tax	Sub Total	Quantity	Amount
Camera Type 1 - Details					
Camera Type 2 - Details					
Power Supply Details					
Wiring Details					
Network Video Recorder - Details					
<b>Total ( Inclusive of GST)</b>					0

**Total:**

**Synopsis: At time of Signing**

- Camera 1:
- Camera 2:
- Camera 3:
- Camera 4:

**AMC AGREEMENT PERIOD :** \_\_\_\_\_ **to** \_\_\_\_\_

**Contact Lineage - For Call Booking:**

- Login Service request: <https://www.gaboenterprises.com/contact>
- Technical Head - Ph
- Office Booking Point - Ph -
- Antony Kavın - Director -

Client Name:

Client Contact Details:

Signature:

Authorised Signatory  
(GABO ENTERPRISES)