



T/2467916/2023

Call Off maintenance contract of Security Systems

Brief Scope of Work:

- Preventive and Corrective maintenance to maintain smooth operation of the current physical security system.
- Effective and regular maintenance of a security system to ensure that the system always remains reliable.
- Any potential problems to be identified at early stage and to be Corrected. (Action to be taken).
- Maintain the security systems equipment as close to brand new condition as possible and have all equipment ready to start up and run with no unplanned shutdowns.
- Respond to any trouble calls within 24hrs in Muscat & 48hrs outside of Muscat.
- Refocusing, cleaning, and or adjusting the indoor or outdoor camera if required.
- Provide report when asked on the status of the security system.
- Provide a CCTV Technical labor, and equipment required to perform the maintenance requirements described in the scope of work.
- Do a maintenance checkup visit two times per the contract (DEC2023- JUN2024) for all list of assets in this contract, to ensure that the security system is performs correctly, and potential issues are pre-empted and provide a service CCTV inspection report.
- No installation or replacement charges to the existing systems devices if got any faulty during the contract period.



- The appointed contractor as the “maintenance company” should have the necessary resources, including spare parts, to meet all the recommendations of this code.
- All the new spare parts should meet our existing security system standard and should be integrated and reliable.
- All the new installation parts should have five-year warranty for example (Gate Barrier, Camera, Access Reader, NVR, DVR, Swing Gate etc...).