

DATE: 26<sup>th</sup> October 2020

**REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2020/014**

**RFP/HCR/ROK/2020/014 FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF CCTV WITH THE CAPACITY TO MONITOR AND RECORD INCIDENT AT UNHCR'S OFFICES IN KADUGLI, EL FULA AND EL- OBEID.**

**CLOSING DATE AND TIME: Thursday 19 November 2020 – 23:59 HRS SUDAN STANDARD TIME.**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in more than 138 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

**1. RFP INFORMATION**

The office of the United Nations High Commissioner for Refugees (UNHCR) Sudan's operations, invites qualified entities to make a firm offer **for the supply, delivery, installation and commissioning of a CCTV System with the capacity to monitor and record incidents at UNHCR's offices recording system in Kadugli, El Fula and EL Obeid.**

UNHCR may award a one-time contract for the agreed period of the contract. The successful bidder will be requested to maintain their quoted price model for the entire duration of the contract.

Please note that the requirements stated in our terms of reference (Annex A) have been specified in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will fully utilize your services. Duration of service may vary and will depend on the actual requirements and funds available, regulated by issuance of a Purchase Orders against the One-time Service Contract.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder and could form the basis for a service contract with other UN Agencies.

**IMPORTANT:**

When a service contract is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services (**July 2018 Version**) shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out herein may result in disqualification from the evaluation process.

**Sub-Contracting:** Please take careful note of article 5 of the attached General Terms and Conditions (Annex F).

**Note:** this document is not construed in any way as an offer to contract with your firm.

## 2. BIDDING INFORMATION

### 2.1 RFP DOCUMENTS

The following annexes form an integral part of this Request for proposal.

Annex A: Terms of Reference (TOR).

Annex B: Technical Evaluation Criteria.

Annex C: Financial Offer Form.

Annex D: Bid Data Sheet.

Annex E: Vendor Registration Form.

Annex F: UNHCR General Conditions of Contracts for the Provision of Services – (July 2018 version).

Annex G: UNHCR Supplier's Code of Conduct.

### 2.2 ACKNOWLEDGEMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to [sudkh-su@unhcr.org](mailto:sudkh-su@unhcr.org) as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

#### **IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

### 2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to [SUDKH-SU@unhcr.org](mailto:SUDKH-SU@unhcr.org) with CC: [mahmouid@unhcr.org](mailto:mahmouid@unhcr.org). **The deadline for receipt of questions is on 12<sup>th</sup> November 2020 23:59 HRS Sudan Standard Time.** Bidders are requested to keep all questions concise.

#### **IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

#### **EMAIL SUBJECT: RFP/HCR/ROK/2020/014 – QUERY**

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **12<sup>th</sup> November 2020 -23:59HRS.**

#### **Site Visit:**

UNHCR Main offices located on Ahmed Kheir Street, Khartoum could be visited for site visit any time with prior arrangements with UNHCR ICT focal point Mr. Andrew Sentamu. Mr. Sentamu can be reached at [sentamu@unhcr.org](mailto:sentamu@unhcr.org), cell : +249 912177953.

#### **IMPORTANT:**

**Please note that Bid Submissions are NOT to be sent to the e-mail address above.**

### 2.4 YOUR OFFER

#### **IMPORTANT:**

Cancellation of Solicitation: UHHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

**Your offer shall be prepared in English.**

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will NOT be taken into consideration for evaluation.

The following annexes form an integral part of this Request for proposal.

Annex A: Terms of Reference (TOR).  
Annex B: Technical Evaluation Criteria.  
Annex C: Financial Offer Form.  
Annex D: Bid Data Sheet.  
Annex E: Vendor Registration Form.  
Annex F: UNHCR General Conditions of Contracts for the Provision of Services (July 2018 version).  
Annex G: UNHCR Supplier's Code of Conduct.

**IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6 of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**2.4.1 Content of the TECHNICAL OFFER**

**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

**The technical detail of the required service provider for the establishment of a one-time service contract for the supply, delivery, installation and commissioning of a CCTV System with the capacity to monitor and record incidents at UNHCR's offices in Kadugli, El Fula and EL Obeid as per the terms of reference in [Annex A](#).**

**The following details shall also be provided in the Technical Offer:**

1. **Evidence on previous Similar Experience:** 3-years of experience in the provision of similar services.
2. **Technical Qualification and Experience of Staff:** The proposed services provider should have the relevant qualified and experience as demonstrated in the terms of reference [Annex A](#).
3. **Vendor Registration Form:** Duly completed Vendor Registration Form [Annex E](#).
4. **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing [Annex F](#).

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

**2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in **United States Dollars (USD)**.

**Taking into consideration the current economic situation in the country, the financial offer must cover all the services to be provided (price "all inclusive"). If no financial offer is received, the bid shall be automatically disqualified.**

The Financial Offer is to be submitted as per the financial offer form ([Annex C](#)). Bids that have a different price structure may not be accepted.

UNHCR is exempted from all direct taxes and customs duties. With this regard, **price has to be given without VAT**.

You are requested to hold your offer valid for a minimum of **90 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of Service provider's invoice, delivery and acceptance by UNHCR of the services.

**IMPORTANT: UNHCR can only facilitate payments through the local banks and not banks outside Sudan and therefore the current market condition must be factored in before submitting your quote.**

**2.5 BID EVALUATION**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

**2.5.1 Supplier Registration:**

The qualified company (s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

**2.5.2 Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

- Technical Offer will be weighed at 60 points (or 60%)
- Financial Offer will be weighed at 40 points (or 40%)

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score, with a minimum passing score of 35 points.

**IMPORTANT:** Failure to submit a valid registration certificate as legal entity will lead to disqualification.

**The technical offers will be evaluated as follows:**

Evaluation Factors	
<b>Mandatory -Pass and Fail</b>	
Valid Registration Documents / Certificate issued by competent authority	
Company Age Not less than 3 years from the date of registration / incorporation	
Bidder confirms the acceptance of the below in writing and will be required to strictly adhere to; for the purpose of the proposed contract.	
<b>Annex F:</b> General Conditions of Contracts for the provision of and Services -2018	
<b>Annex G:</b> Supplier's Code of conduct	
<b>Scoring Criteria</b>	
Legal Accreditation recognized by Government of Sudan	10
(Company Registration = 5, Tax Registration = 5 etc.)	
(Each year = 1 Point, Max 5 Points, Tax Registration = 5 points)	

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Company Profile (No Profile = 0),	10
Skills and availability of proposed project team members. Provide CV's (Each CV = 1 Point, Max is 5 Points)	5
Past relevant experience, Experience in implementing, operating and maintenance of CCTV projects	30
Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 30 Points)	
Experience in implementing, operating and maintenance of CCTV projects within the UN agencies or International NGOs	20
Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 20 Points)	
Detailed Work Plan (Project approach and methodology and strategy) showing understanding scope of work and requirements	25
(Detailed Work Plan = 15 Points)	
(Understanding Scope of Work & Requirements = 10 points)	
<b>Total Marks (100)</b>	
<b>Passing Marks (60 out of 100)</b>	

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for submissions to be considered technically compliant will be 60 out of 100 points (60%) and those who will not reach the score will be excluded from further evaluation.

**Clarifications of Proposals:**

To assist in the examination, evaluation and comparison of proposals, UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **financial offer** will use the following percentage distribution: **40%** from the total score. The financial component will be analyzed only for those suppliers that pass the technical evaluation. The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g.,  $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$ .

**2.6 SUBMISSION OF BID**

The offers must bear your official letter head, clearly identifying your company and can be sent to the street address of UNHCR offices or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

**By e-mail:**  
 Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition be included in Excel or other formats etc.).  
 The Technical and Financial offers shall be clearly separated.  
 The Technical offer should be sent by E-mail ONLY to: [SUDKHTO@unhcr.org](mailto:SUDKHTO@unhcr.org)  
 The Financial offer should be sent by E-mail ONLY to: [SUDKHFO@unhcr.org](mailto:SUDKHFO@unhcr.org)

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [8] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:  
 Bid [Number]  
 Name of your firm with the title of the attachment  
 Number of e-mails that are sent (example: 1/3, 2/3, 3/4).  
 For example: RFP/2020/014 Company ABC (email 1 of 3)

**SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**

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Attention:

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS UNHCR REPRESENTATION OFFICE KHARTOUM-SUDAN.

REQUEST FOR PROPOSAL NO: **RFP/HCR/ROK/2020/014 FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF CCTV WITH THE CAPACITY TO MONITOR AND RECORD INCIDENT AT UNHCR'S OFFICES IN KADUGLI, EL FULA AND EL- OBEID.**

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR STREET, KHARTOUM

**IMPORTANT TO NOTE: The submission is based on a two envelopes system, separating the technical and financial offers;**

The outer envelope should contain two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

**IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: NOT TO BE OPENED BY REGISTRY**

**Deadline: Thursday 19 November 2020 - 23:59 HRS Sudan Standard Time**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

## **2.7 BID ACCEPTANCE**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

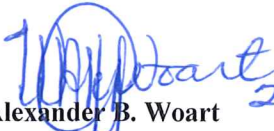
Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES – July 2018 version**

Please note that the General Conditions of Contracts for the provision of Services – July 018 version (**Annex F**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

**2.10 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

  
**Alexander B. Woart**  
**Supply Officer**  
**UNHCR Representation Office in Sudan**

26/10/2020



**Annex A: Terms of Reference**

**Supply, Delivery, Installation and Commissioning of Monitoring and Incident Recording System (CCTV System) for UNHCR in Kordofan ( Kadugli , El Fula and El Obeid)**

The United Nations High Commissioner for Refugees in Sudan invites the qualified Service Provider/Vendor to offer Installation and Commissioning of a Monitoring and Incident Recording System (CCTV System).

The vendor shall provide high quality of the requested CCTV Systems and professional support services to UNHCR in Sudan in full compliance with these Terms of Reference.

**UNHCR will seek and pause and revoke or suspend the installation and commissioning of the CCTV Systems in conformity to its demands and purposes in all its locations mentioned below and any new locations as may be requested within Sudan.**

The UNHCR locations below should be considered,

State	S/N	Site Name
<b>Kordofan</b>	1	SO Kadugli
	2	FO El Fula
	3	FU El Obeid

**A. General Objectives**

1. The work includes the furnishings of materials, consumable materials, facilities, civil works, labour, tools, equipment, test instruments, apparatus, specialties and other services necessary to complete the installation and commissioning of the Intelligent Video Solution system at the UNHCR Offices mentioned above which should include all peripherals equipment system necessary for the completion of the project.
2. The VENDOR shall be responsible for any additional electrical power requirements with the coordination and approval of UNHCR.
3. The VENDOR will have access to the site seven (7) days a week starting on the date of receipt of the notice to proceed, however, all works should be coordinated with UNHCR on a weekly basis and can be revoked or suspended at any time in case of urgent operational need.
4. The VENDOR shall submit a weekly progress report.
5. The VENDOR shall submit the following documentation to UNHCR upon completion of the project.
  - System brochures/documentation for systems operational & Maintenance/User Manuals.
  - Detailed equipment list stating the location, make model, serial numbers, firmware etc.
  - Result of system test as per manufacturer standards
  - System and Workmanship Warranty/Guarantee
  - Maintenance proposals
  - Certification of Parts availability and support for One [1] year
  - Training Certification of attendees for Operations and Maintenance of the system.

**A. Deliverables**

S/N	Site Name	Description	Quantity
1	SO Kadugli	Network PTZ Camera with IR	
		Bullet IP Camera with Optical Zoom	12
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1
		42" Monitor	2



		LAN Cabling, Patch Panels, Patch Cords, Cable Manager	TBD
		19 U Data Cabinet	1
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1
2	FO El Fula	Network PTZ Camera with IR	
		Bullet IP Camera with Optical Zoom	16
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1
		42" Monitor	2
		5KVA UPS	1
		LAN Cabling, Patch Panels, Patch Cords, Cable Manager	TBD
		19 U Data Cabinet	1
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1
3	FU El Obeid	Network PTZ Camera with IR	
		Bullet IP Camera with Optical Zoom	5
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1
		42" Monitor	2
		5KVA UPS	1
		LAN Cabling, Patch Panels, Patch Cords, Cable Manager	TBD
		19 U Data Cabinet	1
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1

## B. Technical Specification

1. Network PTZ Camera with IR Night Vision	
<b>Camera</b>	Must be 1/2.8" 4.0MP progressive scan CMOS
	Must have illumination of Color: 0.02lux and B/W: 0.002 lux and 0 lux with IR
	Must have F1.5, AGC ON aperture
	Must have at least 55dB S/N Ratio
	Shall have automatic and manual White Balance
	Shall have automatic and manual Gain Control
	Shall have focal length of ranging 4.7 ~ 94mm, with 30x optical zoom or more
	Shall have a 3s of zooming speed
	Must have 300(Wide)- 1500mm(Tele) for minimum object distance
	Shall have shutter speed range of 1/10 up to 1/30,000s
	Must have Auto, Manual, and Semi-Automatic for focus control
	Shall have 360° Endless pan and -15° - 90° with Auto Flip functionality
	Shall have automatic adjustment in accordance to zoom ratio
	Must be capable of Off, BLC, and WDR and HLC for backlight compensation
	Must have SMART IR distance of 120m to 180m
	Shall have 255 presets
	Shall have atleast 8 patrol scheming and up to 32 presets per patrol
	Shall have pattern scan and panorama scan as auto guarding
Shall have Night vision	

	Shall have PTZ control with mouse click and drag
<b>Video</b>	Must be H.265 / H.264 / MPEG4
	Shall have 1080p Resolution
	Must have 3D noise reduction
	Must have up to 4 zones of privacy masking and motion detection
	Must have Date & Time, Alarm as caption
	Must be capable of caption customizing
	Must be capable of video freeze
<b>Audio</b>	Shall have Bi-directional audio, AEC, mixed audio recording, dumb and mute
	Must have the following audio compressions G.711a / G.711u / ADPCM / G.722 / AAC-LC / G.722.1c / G.726
<b>Alarm</b>	Shall have 1x alarm input and 1x alarm output
	Shall have motion detection, tampering, guard line, enter or exit guard area
	Must have alarm events such as Alarm report, Recording, Text overlay, Snapshot, External output, Email notice and Acoustic alarm
	Must have Motion detection and Alarm input as alarm triggers
<b>Network</b>	Must be ONVIF (Profile S), GB/T 28181-2011 and API, CGI
	Shall have network protocols TCP/IP, UDP, HTTP, DHCP, DNS/DDNS, RTP/RTCP, RTSP, PPPoE, FTP, VSIP, UPnP, 802.1x
	Must have Automatic Network Replenishment (ANR)
<b>Protection</b>	Must have at least IP66 ingress protection
	Must have alarm input and alarm outputs
	Must have 10/100M, RJ45 interface
<b>Operating Conditions</b>	Must have built-in 6000V lightning protection, surge protection and voltage transient protection, good weather proofing
<b>Regulatory</b>	Must be CE, FCC and Rohs listed
<b>2. Bullet IP Camera- 4.0MP</b>	
<b>Camera</b>	Must be 1/3" 4.0MP progressive scan CMOS
	Must have illumination of Color: 0.05lux and B/W: 0lux with IR
	Must have F1.6, AGC ON aperture
	Must have at least 50dB S/N Ratio
	Shall have automatic and manual White Balance
	Shall have automatic and manual Gain Control
	Shall have of up 8mm focal length
	Must have manual/automatic for focus control with one click auto-focus
	Shall have up to 30m Smart IR distance
	Must be M12 of mount type
	Shall have shutter speed range of 1/10 up to 1/30,000s
	Shall have Auto ICR, Color, B/W for day and night functionality
	Must be capable of Off, BLC, WDR and HLC for backlight compensation
	Must have SMART IR distance atleast 30m
	Shall have only 1pc IR LED
<b>Video</b>	Must be H.265 / H.264 / MPEG4
	Shall have 2592x1520 Mainstream resolution and D1 for secondary streaming both at 30 fps
	Shall have multi-streams
	Shall have atleast 4 zones of privacy masking and motion detection
<b>Alarm</b>	Must have 3D noise reduction
	Must have 1 alarm input and 1 alarm output
	Shall have alarm input, network disconnect, disk full and disk error as alarm triggers

	Must have motion detection, tampering, guard line, defocus, scene change, enter or exit guard area, object removal, gathering, and audio surge
<b>Audio</b>	Must have the following audio compressions G.711a ,G.711u, ADPCM, G.722, and AAC-LC
	Shall have acoustic alarm
	Shall have Bi-directional audio, AEC, mixed audio recording, dumb and mute
	Shall have network protocols TCP/IP, UDP, HTTP, DHCP, DNS/DDNS, RTP/RTCP, RTSP, PPPoE, FTP, VSIP, IPv4, IPv6 (optional)
	Must be ONVIF and also has API and CGI
	Must have Automatic Network Replenishment (ANR)
<b>Protection</b>	Must have at least IP66 ingress protection
<b>Interface</b>	Must be able to use Power over Ethernet (IEEE 802.3af compliant)
	Must have 10/100M, RJ45 interface
	Must be capable of alarm input/output connectors
	Must have RS485
	Shall have 1 x BNC, 1.0V [p-p] / 75Ω for video output
<b>Regulatory</b>	Must be CE, FCC and Rohs listed

<b>3. Standard Network Video Recorder 32 channels</b>	
Video/Audio Input	Must be capable of up to 32 channel
	Must have the following resolutions 6MP, 5MP, 4MP, 3MP, 1080p, UXGA, 960p, 720p, XGA, SVGA, D1, CIF, QCIF
	Shall have H.264 compression format
	Must have up to 240Mbps incoming bandwidth
Viewing	Shall have 2x HDMI and 1x VGA
	Must comply the following Multi screen display for client: 1, 3, 4, 9, 12, 16, 20, 25, 30, 36, 42, 49, 56, 63, 64 1+5, 1+7, 1+8, 1+9, 1+11, 1+15, 1+16, 1+33, 1+47, 1+48
	Must comply up to 4 simultaneous screens
	Must have E-mapping and can do live-viewing
Recording	Must have Manual mode, Continuous mode, Schedule mode and Event (Pre / Post) mode
	Must be capable of Tagging
Search & Playback	Must have Date & Time (Calendar) and Event search modes
	Must have 16 x 4K@30fps or 16 x 3MP@30fps resolution for Playback (client)
	Must have the capabilities to Slow forward, Fast forward, Loop, Single frame, E-PTZ and Slice playback
Storage	Storage Should be able to run for 1 Month before overwriting
	Must have disk dormancy
	Must be capable of external storage with Max. 100T and Max. write speed 128Mbps
Audio	Must have audio compressions G.711a, G.711u, ADPCM, G.722, G.722.1c and AAC-LC
Alarm	Shall have Alarm input, Video lost, Motion detection, Tampering, Guard line, Defocus, Sence change, Enter guard area, Exit guard area, Object left, Object removal, Gathering and Audio surge as service alarm triggers
	Shall have system alarm triggers specially MAC address conflict
System	Must be Embedded Linux
	Shall have User login, User operation, Alarm, Backup and Update as Log management

Network	Must have network protocols TCP/IP, UDP, HTTP, DHCP, DNS/DDNS, RTP/RTCP, RTSP, PPPoE, FTP, SNTP, VSIP, UPNP, SMTP, IPv4, IPv6 (optional)
	Must have functionalities of NAT, Socks5, Multiple access of network, Packet loss recovery and Auto organizing of network
	Shall support Network Testing
Interface	Shall have 1 x Gigabite network port, RJ45 interface
	Shall have RCA Line for audio in and audio out
	Shall have 1 VGA and 2 HDMI
	Must have 2x USB 3.0, or equivalent or better
Operating Conditions	Shall operate up to 55°C and 10%-90% relative humidity
Regulatory	Must be CE, FCC and Rohs listed
Software Base	Shall come with free software for PC
Smartphone Access	Shall be capable of smartphone viewing for IOS/Android
Hard disk	3 x 4TB Surveillance HDD or more
<b>3b. Embedded Central Video Management System (Include Software)</b>	
General Requirements	Must support up to 128 NVR
	Shall have different user level access
	Shall comply with latest Windows Operating systems Windows 10 recommended
	Shall have live update functionality
	Must have the ability to create group listing
	Must have up to 64 multi-window
	Shall have software type PTZ controller on the GUI
	Shall have in E-mapping
	Shall have multi-monitoring view
	Must have synopsis
System	Must have Super admin / Admin / User
	Shall comply with Windows10
	Shall have Import and Export path
	Shall have the functionality to take snapshots
	Must have search criteria such as People, Vehicle, Object, Direction and Color
	Must have search criteria via NVR, Camera, Date and Time
	Must have Screen layout scheme

<b>4. 5 kVA Uninterruptible Power Supply</b>	
General Requirements	Must be True On-line Double Conversion
	Shall have 220VAC, +/-25%, Single phase
	Shall have auto detect 50/60Hz
	Must have 3:1 of true harmonic distortion at linear load
	Must have zero transfer time
	Must have greater than 90% (inverter) and greater than 84% (whole) efficiency

<b>5. MERAKI MS210-48FP 48 Port Switch</b>	
General Requirements	Interfaces - 48 x 1GbE RJ45
	Uplinks - 4 x 1GbE SFP
	PoE capabilities - 740W

Switching capacity - 176 Gbps
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<b>Cabling and Conduits</b>	
	All cabling not concealed in walls or above finished ceiling should be in conduit, metal wire trough or wire mold. This includes cabling to panels and field devices as well as any cabling between panels.
	Cable trays shall be installed in IDF/MDF areas to route and manage both copper and fiber optics cables.
	All cabling and termination points shall be 100% tested, verified and certified to allow for manufacturer's warranty of the cabling system
	All fiber and copper horizontal and copper horizontal/vertical cabling shall be terminated to an unloaded patch panel
<b>Horizontal Cabling</b>	The CAT-6 UTP cable Shall be used
	The CAT-6 UTP cable, Information Outlet, Patch Cords must conform to the category 6 component specification
	The CAT-6 UTP cable, Information Outlet, Patch Cords performance guaranteed to meet or exceed Category 6 /Class E Channel Specification to 250 Mhz to support high- bandwidth data applications
	The Category 6 Information Outlets shall allow universal A/B type wiring and labelling
<b>Backbone Cabling</b>	Multi-mode 50µm Riser Building Cable
	The cable shall support Gigabit Ethernet (1000BASE-SX) to 550 meters or depending on the transceiver module
<b>Cable Testing</b>	All cables and termination hardware shall be 100% tested for defects in installation and to verify cabling system performance under installed conditions according to the requirements of ANSI/TIA/EIA-568-B
	Any defect in the cabling system installation including but not limited to cable, connectors, feed through couplers, patch panels, and connector blocks shall be repaired or replaced in order to ensure 100% useable conductors in all cables installed

**C. Installation**

- a) The VENDOR shall perform the installation, testing and commissioning of all equipment. All necessary tests, services and inspections to ensure the system functions and shall be checked and approved before the acceptance test. The proposal shall include a detailed time schedule not to cause interruptions in the operation of UNHCR.
- b) The VENDOR shall prepare and furnish fully dimensioned scaled drawings of builder's work arising from the installation of the equipment and system as well as for the equipment layout plans at various locations.
- c) The work drawings shall show:
  - The general arrangement of cabinets and other facilities in the equipment areas as well as the operational area
  - The general arrangement of cabling within the system.
- d) The "As-built" drawings shall show the general arrangement of all equipment's and auxiliaries, positions of all electrical outlets, fittings, switches, switch-boards and control panels, cables, pipes, ducts runs, markers and underground ducts, inter-wiriness, schedules, plant manufacturers name plates, models and type numbers and

other information necessary to facilitate routine inspection and maintenance of installation.

- e) Outdoor cables shall be, in principle, installed underground through galvanized steel pipe or of Electric Metallic Tubing (EMT) conduit. The cable conduits shall be sealed properly at both ends for protection of cables against rodents and inner edge at both ends shall be chamfered to avoid damage to cables during installation.
- f) No cables shall be installed until the inside of the conduit pipes have been cleaned.
- g) Roughing-ins including supports, boxes, fittings, cover plates, mounting brackets should be provided by the VENDOR.

**D. Training and Knowledge Transfer**

- The technical staff shall give the trainees detailed knowledge of the technical functions. On completion of the training, the trainees shall be able to perform tests of the system, to maintain the system.

**E. Inspection and Testing**

- Before the final acceptance of the work, the VENDOR shall test the system to demonstrate compliance with contract requirements.
- The whole system shall be subjected to complete functional and operational tests.
- When these tests have been completed and corrections made as necessary, the VENDOR shall submit a signed and dated certificate with a request for formal inspection and test.

**F. Warranty**

- Upon completion and before final acceptance of the work, the contractor/supplier shall furnish UNHCR with a written guarantee, stating that all works executed under this project are free from material defects and workmanship; and
- The guarantee for supplied equipment shall have a period of at least two (2) years inclusive labour, transportation and expenses that are needed for the repair/replacement of defective equipment.

**G. Maintenance ;**

- The VENDOR shall furnish UNHCR with an annual maintenance plan for the system detailing the processes and costings.

**Annex B : Detailed Technical Evaluation Criteria**

Technical Evaluation Matrix			
Evaluation Factors	Max Scores Allocated		
<b>Mandatory</b>			
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL		
Company's Age Not less than 3 years from the date of registration / incorporation	<p style="color: red; text-align: center;"><i>(failing to meet a single mandatory criterion will result in disqualification of the Service provider from further technical evaluation)</i></p>		
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract.			
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose of the proposed contract			
<b>Annex F:</b> General Conditions of Contracts for the provision of and Services -2018			
<b>Annex G:</b> Supplier's Code of conduct			
<b>Scoring Criteria</b>			
Main Criteria	Sub Criteria and Points allocated	Points Awarded	
<b>Organization (25)</b>	Legal Accreditation recognized by Government of Sudan (Company Registration = 5, Tax Registration = 5 etc.) (Each year = 1 Point, Max 5 Points, Tax Registration = 5 points)	10	
	Company Profile (No Profile = 0),	10	
	Skills and availability of proposed project team members. Provide CV's (Each CV = 1 Point, Max is 5 Points)	5	
	<b>Experience &amp; References (50)</b>	Past relevant experience, Experience in implementing, operating and maintenance of CCTV projects Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 30 Points)	30
Experience in implementing, operating and maintenance of CCTV projects within the UN agencies or International NGOs Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 20 Points)		20	
<b>Methodology (25)</b>		Detailed Work Plan (Project approach and methodology and strategy) showing understanding scope of work and requirements (Detailed Work Plan = 15 Points)	25
		(Understanding Scope of Work & Requirements = 10 points)	

**ANNEX C: FINANCIAL PROPOSAL FORM: FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF MONITORING AND INCIDENT RECORDING SYSTEM (CCTV SYSTEM) FOR UNHCR OFFICES IN KADUGLI, EL FULA AND EL- OBEID**

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

YES  NO

BIDDERS NAME: \_\_\_\_\_

S/N	Office Location	Description	Quantity	Unit Cost (USD)	Total Cost (USD)
1	SO Kadugli	Network PTZ Camera with IR			
		Bullet IP Camera with Optical Zoom	12		
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1		
		42" Monitor	2		
		LAN Cabling, Patch Panels. Patch Cords, Cable Manager	TBD		
		19 U Data Cabinet	1		
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1		
		Installation	1		
2	FO El Fula	Network PTZ Camera with IR			
		Bullet IP Camera with Optical Zoom	16		
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1		
		42" Monitor	2		
		5KVA UPS	1		
		LAN Cabling, Patch Panels. Patch Cords, Cable Manager	TBD		
		19 U Data Cabinet	1		
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1		
Installation	1				
3	FU El Obeid	Network PTZ Camera with IR			
		Bullet IP Camera with Optical Zoom	5		
		Standard Network Video Recorder (NVR) 32 Channels, with embedded Video Management System	1		
		42" Monitor	2		
		5KVA UPS	1		
		LAN Cabling, Patch Panels. Patch Cords, Cable Manager	TBD		
		19 U Data Cabinet	1		
		MERAKI MS210-48FP Layer-2 Switch with 5yr Enterprise license	1		
Installation	1				

**Delivery Date required by UNHCR:** One month upon signature of Contract / PO.

**Offer Validity Period (days):**

**By Responding to this offer the service provider confirm acceptance of the below:**





- UNHCR General terms of Contract for the provision of Services
- UNHCR Payment terms

**PRICE QUOTED MUST BE EXCLUSIVE OF VAT**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

IN THE CAPACITY OF: \_\_\_\_\_

DULY AUTHORIZED TO  
SIGN BID FOR AND ON BEHALF OF: \_\_\_\_\_

OFFICIAL STAMP:

**ANNEX D: BID DATA SHEET**

THE FOLLOWING SPECIFIC DATA FOR THE SERVICE TO BE UNDERTAKEN SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	19 November 2020, 2359 Hrs (Sudan standard Time) BIDS TO BE MARKED:	
SUBMISSION OF BIDS:	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u>  ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM <b>REQUEST FOR PROPOSAL NO.: RFP/HCR/ROK/2020/014- FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF ONITORING AND INCIDENT RECORDING SYSTEM (CCTV SYSTEM) FOR UNHCR OFFICES IN KADUGLI, EL FULA AND EL- OBEID</b>  <u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u>
LATE SUBMISSION OF OFFERS:	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME. IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.	
BID VALIDITY PERIOD:	90 DAYS	
PRICE VALIDITY PERIOD:	90 DAYS	
SPECIFICATIONS:	<b>RFP/HCR/ROK/2020/014 FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF MONITORING AND INCIDENT RECORDING SYSTEM (CCTV SYSTEM) FOR UNHCR OFFICES IN KADUGLI, EL FULA AND EL- OBEID</b>	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION	<b><u>THE HAND DELIVERY TO BE SUBMITTED TO: UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.</u></b>  <b><u>EMAIL SUBMISSION TO:</u></b>  THE TECHNICAL OFFER SHOULD BE SENT TO: <a href="mailto:SUDKHTO@UNHCR.ORG">SUDKHTO@UNHCR.ORG</a> THE FINANCIAL OFFER SHOULD BE SENT TO: <a href="mailto:SUDKHFO@UNHCR.ORG">SUDKHFO@UNHCR.ORG</a>	
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: <a href="mailto:SUDKH-SU@UNHCR.ORG">SUDKH-SU@UNHCR.ORG</a> ON OR BEFORE THURSDAY 12 November 2020 AT 2359 HRS ( <b>CUT-OFF DATE FOR QUERIES</b> ). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	