

**Annex B: Terms of Reference**  
**RFP No: RFP/HCR/SC/KSO/2022/001**

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**ESTABLISHMENT OF SERVICE AGREEMENT FOR PROVISION & INSTALITION OF CCTV SECURITY SYSTEM FOR UNHCR SUB-OFFICE KASSALA.**

**CLOSING DATE AND TIME: 11 September 2022 i.e. Sunday by 17:00 HRS**

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 the location mentioned below and any new locations as may be requested within Sudan.**

**The UNHCR location below should be considered,**

State	S/N	Site Name
Kassala	1	UNHCR Office

**A. Introduction:**

UNHCR Office in Kassala is already having a **CCTV (Surveillance Camera) System** (with 20 cameras and a File Server) that is fully functional & operational. The aim of this RFP is for enhancing the current system, by replacing the File Server/NVR to bigger capacity that can handle up to 40 cameras and a storage of 30 days.

It is expected that all the 20 cameras with its cabling will be integrated in the new system (without any issues), the current file server could be replaced, and more cameras with different functions will be added.

The transition from the old system to the new system should happen transparently, smoothly, gradually, and with minimum interruption time.

A site visit (actually on the ground) for real assessment is highly recommended.

**B. General Objectives:**

1. The work includes the furnishings of materials, consumable materials, facilities, civil works, labor, tools, equipment, test instruments, apparatus, specialties and other services necessary to complete the installation of the new system and integration with current cameras and commissioning of the **CCTV (Surveillance Camera) System** at the UNHCR Office in Kassala and the 2 Int. staff buildings nearby.
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.
- Detailed equipment distribution diagram stating the device name, model.
- Result of system test as per manufacturer standards
- System and Workmanship Warranty / Guarantee for min. 1 year.
- Maintenance proposals for 2 additional years.
- Certification of Parts availability and support for min. 1 year.
- Training Certification of attendees for Operations and Maintenance of the system.

**C. Terms of Reference:**

1. Dedicated File Server (as NVR) with enhanced storage capacity up to 30 days for 40X Cameras (HDD size to be calculated accordingly). In addition to 2 backup HDDs with a capacity for the 30 days backup.
2. The new CCTV System should be able to provide access to Admins, Security Guards via 2 separate screens, with the ability to add more as required.
3. The System should have mobile apps for IPS & Android to watch remotely all or any of the installed cameras.
4. Adding the following Cameras (including running the cabling & installation):
  - 3X Outdoor Cameras in Int. staff building No. 1
  - 3X Outdoor Cameras in Int. staff building No. 2
  - 5X Outdoor Cameras in the new Stores Land beside the main office.
5. Adding 2X Outdoor Cameras that can read the vehicles plate numbers for all the vehicles passing in the sub-road between Kassala Sub-Office and the Transport lot. There should be an additional System for registering the log of all vehicles by Plate No., Date, & Time in the form of a Database, (These vehicles could be Office vehicles, staff vehicles, other vehicles for passing through drives).
6. All Cameras should be IP Cams FHD 1080 Capacity, PoE operated, with Web Interface, and secured access/Login.
7. The Cameras main monitoring screen to be installed in the office of Security Officer. Screen Specs.: TV 4K, 55", Smart, 4X HDMI ports.
8. Checking and fixing the view angles and brackets of all the cameras already installed in the current setup.

**D. Technical Specification:**

Since this is a Request for Proposal, it is meant that each VENDOR will show and propose the latest Security Surveillance CCTV Systems technology available in SUDAN Market, and to have the opportunity and flexibility to offer the latest products available.

**E. Installation:**

1. For increased security, all devices of the CCTV System (Cameras & Server) will be separated on a new Virtual LAN (VLAN) for limiting the access.
2. 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.
3. 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.
4. The work drawings shall show:
  - a. The general arrangement of cabinets and other facilities in the equipment areas as well as the operational area
  - b. The general arrangement of cabling within the system.
5. 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.

6. 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.
7. No cables shall be installed until the inside of the conduit pipes have been cleaned.
8. Roughing-ins including supports, boxes, fittings, cover plates, mounting brackets should be provided by the **VENDOR**.

**F. Training and Knowledge Transfer:**

- The technical staff shall give the trainees detailed knowledge and information of the technical functions.
- On completion of the training, the trainees shall be able to perform tests and change configurations as per office needs.

**G. Inspection and Testing:**

1. Before the final acceptance of the work, the **VENDOR** shall test the system to demonstrate compliance with contract requirements.
2. The whole system shall be subjected to complete functional and operational tests.
3. 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.

**H. Warranty:**

1. 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
2. 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.

**I. Maintenance:**

In the contract, there should be a term for Periodical Maintenance visits (quarterly), visits on Emergency or on Call, clear definition for the SLA and vendor response time, renewal of the maintenance contract, detailing the processes and costings.

Name of the Bidder: \_\_\_\_\_

Authorised Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contract No: \_\_\_\_\_

Company Address: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

**Note:** The technical specifications and all annexes shall be considered as an integral part of this RFP.