

DATE: 21 September 2021

REQUEST FOR PROPOSAL: No. RFP/HCR/SC/GSO/2021/001

**For Supply, Installation and Maintenance of CCTV System for UNHCR Sub Office Gedarif
in East Sudan**

CLOSING DATE AND TIME: 12 October 2021 i.e. Tuesday 17:00 HRS

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 6,600 people in more than 110 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. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) Sub Office Gedarif – East Sudan, invites qualified suppliers, manufacturers and service providers to make a firm offer for Supply, Installation and Maintenance of CCTV System services for UNHCR Sub Office Gedarif – in East Sudan.

IMPORTANT:

The Scope of Works (SCWs) are detailed in Annex A of this document.

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 figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders Service Contract. 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 Programs shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a contract with other UN Agencies.

IMPORTANT:

When a contract is awarded, either party can terminate the contract 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 therein 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 E).

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 integral part of this Request for Proposal:

Annex A:	UNHCR Scope of Works (SCWs) for CCTV
Annex B	CCTV Technical specification
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
Annex F:	UN Global Compact – 10 Principle.
Annex G:	Supplier code of conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to sudkh-su@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether you will be submitting a bid or not.

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 with CC: mahmoud@unhcr.org, djeya@unhcr.org. The deadline for receipt of questions is on **17:00 HRS on 30 September 2021** 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 address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

IMPORTANT:

Site Visit: The suppliers are encouraged to pay a site visit for better understanding of UNHCR's requirement and submission of their best offers.

Address: UNHCR Gaderif Sub Office located at Alasra area at Plot 33, Block 2 and the adjacent empty land located on Plot 40 Block 2 respectively, Gedarif Town, Sudan.

The suppliers are required to make arrangement with the UNHCR focal points for the site visits from the **28 to 30 September 2021 and from 1100 hrs to 1500Hrs** Sudan time.

The following are the UNHCR Focal Points:

Signature and Stamp _____

1. Field Security Advisor, email address: alrashda@unhcr.org – Cell +249 911 284 013 or
2. Field Security Advisor, email address: hamarahi@unhcr.org – Cell +249 900 907 585
3. Snr. ICT Assistant, email address: ahmedabd@unhcr.org – Cell +249 912 505 640

2.4 **YOUR OFFER**

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

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 submission email address provided in the “Submission of Bid” section 2.6) of this RFP.

IMPORTANT:

Cancellation of Solicitation: UNHCR 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 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 Scope of Works (SCWs) of the services requested by UNHCR can be found in **Annexes A**. For the detailed specifications about the cameras and related accessories please thoroughly go through the **Annex B**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Description of the company and the company’s qualifications

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

Include any information that will facilitate our evaluation of your company’s substantive reliability, financial and managerial capacity to provide the services.

Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs

Any comments or suggestions on the SCWs, as well as your detailed description of the manner in which your company would respond to the SCWs:

- A description of your organization’s capacity to provide the goods / services.

- A description of your organization’s experience in the supply of these goods /services.
- Compliance to the requirements stated on the SCWs.

Proposed personnel to carry out the assignment

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

Technical Evaluation will be based on the scoring criteria as given in the table below regarding the Firm’s approach to the project, experience record, personnel capabilities as demonstrated by the firm’s responses in this section.

Following scoring criteria shall be followed to evaluate the technical capability of firms for undertaking the desired projects considering the below:

S#	Requirement	Total Points
1	A description of your company with the following documents: (i) company profile, (05 points) (ii) registration certificate and (05 points) (iii) Tax return certificate. (05 points)	15
2	Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs, <ul style="list-style-type: none"> • Any comments or suggestions detailed description of the manner in which your company would respond to the SCWs (05 points) • A description of your organization’s capacity to provide the goods / services. (05 points) • A description of your organization’s experience in the supply of these goods / services. (05 points) • Compliance to the requirements stated on the SCWs (05 points) 	20
3	Professional qualifications and experience of key personnel. Certified list of at least three (3) key professional staff, their CVs, certified copies of their certificates and responsibilities must be provided (Each staff = 05 points x 3 = 15 points)	15
4	Company Experience of at least three (3) years in providing similar services of supply and installation of CCTV systems (of similar magnitude). (each year will have equal scoring point out of 10 points) Provide proof of similar works by providing at least 3 major clients preferably UN/INGOs. Proof could include contract award letters, signed and stamped certificates of completion or purchase orders (each client will have equal scoring points out of 10 points)	20
5	Warranty - All equipment supplied must have the manufacturer’s warranty of at least two (2) years. (Each year will have equal points out of 10 points)	10
6	Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing (Annex E). (2.5 points) UNHCR Vendor registration Form completeness, if your company is already registered indicate UNHCR vendor ID number (Annex D) (2.5 points)	5
7	Technical capability i. Attach technical catalogues and brochures for the equipment with detailed specifications to be supplied (5 points) ii. Provide Manufacturer’s authorization for the company doing business. (OEM Authorization/Certificate of Dealership (10 points))	15
Grand Total		100

For consultancy services: The bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the SCWs. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the relevant visa and work permits for the proposed resources. UNHCR can

assist by issuing attestation letters for a specified time frame, during the duration of the project. The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Goods and Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex E**.

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 US Dollars. The financial offer must cover all the goods / services to be provided (price "all inclusive").

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 exempt from all direct taxes and customs duties. With these regards, price has to be given without VAT.

You are requested to hold your offer valid for **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 and site visit, 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 contractor's invoice and delivery of the goods and services to and/or acceptance by UNHCR.

2.5 BID / PROPOSAL 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 be not 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 supplier(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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern 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:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The technical offer will be 60%

The cut-off points for submissions to be considered technically compliant will be **65 points** out of **100 points**.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

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 baseline Criteria.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those technically qualified firms. All other price offers will receive points in inverse proportion to the lowest price; e.g. $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company and UNHCR proposal reference number **RFP/HCR/SC/GSO/2021/001** with its project titles.

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

The Financial offer should be sent by E-mail ONLY to: 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/2021/001 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Bids should be submitted in a sealed envelope, addressed as below, and dropped in the tender box located at the reception center of UNHCR Representation Office Khartoum in Sudan no later than **12 October 2021 i.e. Tuesday by 17:00 Hrs Sudan time.**

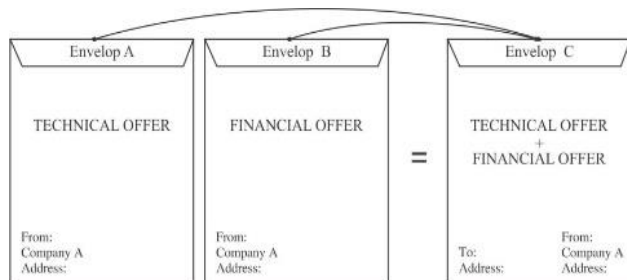
Attention:

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

Title: REQUEST FOR PROPOSAL NO: **RFP/HCR/GSO/2021/001 for supply, delivery and installation of CCTV systems in UNHCR Sub office Gedarif – East Sudan**

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

IMPORTANT TO NOTE: The Technical and Financial offers shall be clearly separated and submitted as illustrated 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 as illustrated above. Failure to do so may result in disqualification. All bids must be clearly marked: NOT TO BE OPENED BY REGISTRY

Deadline for Submission of your offers is: 12 October 2021 i.e. Tuesday by, 17:00 HRS

IMPORTANT: Any bids received after this date or sent in another format or address other than the described above 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 technical offer and financial offer are to be sent in separate envelop as illustrated above. Failure to do so may result in disqualification.

2.7 BID / PROPOSAL ACCEPTANCE:

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

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 with the General Conditions for the Provision of Goods and Services 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 GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex E**) 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 OFFICIAL NOT TO BENEFIT

The attention of the prospective bidder is drawn to Article 6 of the attached General Conditions of Contract for the provision of services which states:

“OFFICIAL NOT TO BENEFIT: The Contractor warrants that it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract or the award thereof to any representative, official, employee, or other agent of UNHCR. The Contractor acknowledges and agrees that any breach of this provision is a breach of an essential term of the contract.”

3.0 ADDITIONAL INFORMATION TO BIDDERS

1. Participation in this RFP is free of charge or any other costs or any obligations. In this respect, your firm is requested to report to the under-signed should any solicitations occur.
2. Incomplete offers or offers which do not comply with any or part of our tender conditions may not be considered.
3. In most cases, UNHCR does not make any advance payments. Payments will be promptly affected within 30 days upon receipt of the original invoice and required documents. UNHCR does not undertake to pay by letter of credit or in advance of delivery. UNHCR will not be responsible for any bank charges.
4. There will be liquidated damages equivalent to a deduction of 0.1% per day or part thereof for late completion of works and/or late delivery of the goods due to fault on the part of the supplier(s).
5. UNHCR will not be responsible for or pay any expenses or losses which may be incurred in the preparation of your bid.
6. No alteration should be made to this RFP document or its annexes, if provided; all the blanks must be filled and attested with sign and stamp of the company.
7. Notwithstanding UNHCR reserves the right to reject any tender that is non-compliant. Also, UNHCR reserves the right to seek further written clarification from the bidder on any matter related to the offer.

8. **UNHCR HAS THE RIGHT TO REJECT ANY OR ALL BIDS.**
9. All UNHCR vendors shall adhere to the highest ethical standards, both during the bidding process and throughout the execution of the project.

Signature

**Syed Shabbir Hussain
Supply officer (On Mission)
UNHCR Sub-office Gedarif**

ANNEX A – (PART A)
RFP No: RFP/SC/SSDMB/2021/001
SCOPE OF WORK AND AGREEMENT
Supply, Installation and Maintenance of CCTV System

The scope of work is to provide a turnkey solution service that include supply, install, operate, maintain and provide continuity solutions of the required CCTV system for UNHCR Sub office in Gedarif – East Sudan. It should also cover design, supply, installation, implementation, commissioning, training, providing user manuals, and provide **24** months warrantee for the solution including but not limited to all hardware, software, materials, licenses, services and support etc.

All necessary cabling/ wiring/ sockets and allied infrastructure conforming to respective quality/ standard norms are also included in the scope of this job. Bidder shall be responsible for the following scope of services and shall be the Single Point of responsibility for the end user/ client officials for the entire period of **2** years of warranty.

PART 1: Supply and Installation: (See Annex B: Technical Specs)

1.1 Supply, install, activate, maintain and provide warranty & related support services for hardware and upgrade/ update/ enhancement for system software, as detailed out in technical specifications, including related software, firmware etc. for a period of **2** years from the date of signing the contract including installation of all supplied items at UNHCR sites, including additional material/ hardware/ software/ services as may be required to be supplied without any additional cost.

1.2 Any software and firmware upgrade/ enhancement/ engineering changes applicable to the hardware and software supplied should be provided for the warranty period within a period of one month from the date of release.

1.3 Providing detailed architecture diagram of Test & Development, Quality and Production environment setup for optimum performance, security, scalability and desired uptime requirement. Should include all other supporting material as per the requirement to ensure smooth implementation. In that context, it is a ‘turn - key’ assignment.

1.4 The System Integrator (SI) will need to provide a detailed implementation plan including the architecture diagram, strategy, approach, and delivery of materials, specific issues, and their resolutions. Detailed implementation and post - implementation processes and procedures

1.5 Bidder has to provide the services for configuring and installing the hardware, deploying and installing the system software as per the requirements (porting of the application)/testing /integration of various hardware and software, as may be needed at **UNHCR Sites without any additional cost for the period of 2 years from the date of installation for all supplied items**

1.6 The system power supply shall be provided with an integral uninterruptible power source (UPS). This UPS shall provide continuous power to the system in the event of a local power failure. Transfer from local power shall be instantaneous to ensure proper processor operation and indicated by flashing the system power long-life light-emitting diode (LED).

1.7 Bidder must collaborate, coordinate and deploy manpower to ready the entire project setup. Bidder must build in the cost for the same, if any under implementation services.

1.8 Bidder should have a backend/ back-to-back support contract/ agreement/ arrangement for services including supply of spare parts, expertise requirements etc. with the Original Equipment Manufacturers (OEMs) of equipment peripherals which includes the post-sales support activities to meet the agreed terms mentioned for the entire solution period. The OEM undertaking letter on OEM Letter Head in this regard should be submitted along with the bid.

1.9 Costs must include cost of delivery at designated locations of UNHCR, transit handling and insurance, custom duties etc. as may be applicable.

- 1.10 Provide on-site warranty support as stated in Min. Technical Specifications Warranty Clause for all the supplied items.
- 1.11 Bidder must ensure seamless integration of quoted Hardware & software product with applications and must provide the material/ services which are not mentioned in min tech specification but required to complete the turnkey solutions without any additional cost invariably.
- 1.12 The installation must be done directly by OEM or directly through their authorized partner/ reseller/ system integrator, but the overall responsibility lies with OEM only. Note that all quoted products must be configured for **2** years Hardware and **2** years Software warranty taken from OEM by bidder.
- 1.13 Bidder must submit the detailed price proposal sheet (Financial offer) along with the internal part for all quoted products inclusive of all licenses.
- 1.14 Bidder must submit the OEM compliance letter showing line by line compliance with tender specification.
- 1.15 Bidder must submit the full compliance of the tender terms & condition, scope of work and Service level agreement.
- 1.16 Bidder must strictly adhere to this agreement.
- 1.17 The server and storage products if used in virtualized environment for management software necessary installation/ reinstallation of VMS, configuration and implementation support in future if required shall be provided by successful bidder.
- 1.18 The contractor shall be responsible for ensuring that waste materials, packaging, and any other items associated with these installations, do not get blown or otherwise distributed around the site. They shall also be careful not to create excessive dust or debris in any area. Any costs incurred in cleaning wastes or debris generated by the contractor shall be charged to the contractor.
- 1.19 The contractor shall be responsible for repairing and/ or replacing anything which has been damaged by the contractor or their sub-contractors within the site. They shall also be responsible for the cleaning of any debris, wastes or other items created during these works according to the Laws, norms and regulations of Sudan.

Part 2 – Training and Documentation:

- 2.1 Bidder shall provide complete technical documentation of hardware, related software, operating systems configurations, and customizations along with necessary diagrams.
- 2.2 Bidder/ SI Shall also provide project and design documentation.
- 2.3 The documents shall include but not limited to:
- a. Factory/ Site test certificates of various equipment supplied.
 - b. Original Manufacturers manual and warranty cards.
 - c. Installation certificates of all equipment, description of configuration profile as executed for different equipment.
 - d. Troubleshooting chart for all equipment, Standard OEM checklist for installation, maintenance etc., if any.
- 2.4 Training documents; System Integrator shall provide training for minimum 1-2 days of installation, configuration, commissioning, monitoring and troubleshooting of various equipment like NVR, storage, Backup system, Mobile access associated software, etc. to relevant UNHCR officials. The detailed contents, coverage and Methodology for training will be decided mutually by the System Integrator and UNHCR.

- a) System Integrator is to provide course material for each trainee
- b) Training shall be provided through OEM certified professionals and/or bidder only.
- c) The training shall be conducted within 7 days from the date of installation.

PART 3: Overview AND Ensuring Solution of CCTV Surveillance System

3.1 The current CCTV Integrated Video Surveillance system shall be IP based & ONVIF System with distributed architecture having control room at the local office of installed location & viewing facility at the local & corporate office UNHCR. Fixed Day and Night Surveillance Cameras shall be used at informed location. All the cameras should be capable to record all the activities even zero light.

3.2 The proposed Solution should allow UNHCR officials to locally and centrally monitor its facilities from a remote location on a personal computer/ monitor/ iPhone/ iPad/ Android. Any kind of configuration/ setting done by bidder without any cost.

3.3 The Solution should capture, store, and analyse digital Video images with audio (if required) to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.

3.4 The digital conversion should ensure secure and ready video access from virtually anywhere on network. Authorized personnel should be able to check the images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.

3.5 The system should be provided with weatherproof IP Fixed Camera, lens, housing & mountings to capture video with which, would be viewed & controlled through the Video Management Software, recorded and stored.

3.6 If requested - Supply, installation, testing & commissioning of Minimum 1 KVA UPS (Batteries provided with back up time of 90 Minutes system) for the entire CCTV system. UPS shall be located at Local Control room. From Panel Power source to UPS and UPS to all other CCTV equipment.

3.7 The NVR shall make continuous recording of all cameras for 24 hrs x 7 days with hardware should have adequate storage for a period of 30 days. System Integrator should provide the exact storage calculation. If necessary, additional storage in form of hard disk drive shall be provided by the Bidder. Bidder should provide Wireless mouse for each location for viewing & managing NVR.

3.8 Arranging tools, tackles, machinery, test instruments, consumables, skilled manpower etc. complete in all respects for installation, testing and commissioning of the system.

3.9 Preparation of Functional Design Specifications, Documents, Factory Acceptance Test Procedures, Site Acceptance Test & Final Acceptance Testing Procedures etc. and obtaining approval from UNHCR.

3.10 On completion of the works and before issue of certificate of completion, the bidder shall provide inbuilt documents including manuals and operating instructions, software, software keys/ passwords and training to UNHCR relevant personnel and Security Guards (as users) in all aspects of system design, theory of operation of equipment, functional details, trouble shooting and familiarization with systems as per scope of work etc.

3.11 The intent of the specifications is to cover the turnkey responsibility for

- (1) Site survey, selection of equipment and system engineering for design, supply, installation, integration and commissioning of CCTV based security surveillance system and various sub system required to complete the system in all respect
- (2) The equipment offered together with all services to be performed by the bidder as covered under the specifications of this work shall be fully in compliance with the requirements

(3) The bidder shall furnish together with data requirements, complete bill of quantities, drawings, technical data, information, technical literature for operation and maintenance and other details required to fully establish the capability and performance of the equipment offer.

3.12 The materials offered together with all services to be performed by the Bidder as covered under the specifications of this work shall be fully in Compliance with the requirements stated herein.

3.13 The Bidder shall be responsible for providing all materials, equipment, installation/ maintenance tools and services, specified or otherwise, which are required to fulfil the intent of ensuring operation-ability/ maintainability and reliability of total materials covered under these specifications. The work and materials shall be in compliance with all applicable, statutory regulations and safety requirements applicable.

3.14 The interpretation of UNHCR in respect of the scope, details and services to be performed by the Bidder shall be binding upon the Bidder.

3.15 Applications of the proposed System should include tracking movements/ verification and recognition, through high quality images, of persons and Objects including vehicles. The recordings of the scene of the Jurisdiction shall be helpful in case of enquiries etc. in establishing the truth. If required for any incident UNHCR must rights to call vendor & Vendor has to provide event, time, day, Motion based etc. Recording to UNHCR official.

3.16 Software should be able to trigger & pop-up Real-Time videos on trigger of any Video Analytic Alarm. The software should be able to record for all the cameras with time stamping. If required centrally VMS software through remote location/ subdivision camera recording at remote server should be installed by vendor as and when required without any cost. The VMS integration should be done by awarded bidder.

3.17 Drawings and Data Requirements to be submitted by the Bidder for the complete system like:

- Technical Architecture of Proposed System
- Complete Bill of Quantity (BOQ)
- Complete Data Sheet
- Complete Material Specification
- Video Management and Software specification
- Test Records and Commissioning Documents
- Diagrams and Wiring connection
- Operation and Maintenance Manual
- As Built Drawings

3.18 UNHCR and its representative shall have the right to inspect and test each equipment at all stages of production and commissioning of the system. The inspection and testing shall include but not be limited to raw materials, Components, sub- assemblies, prototypes, produced units, guaranteed Performance specifications, etc.

During Site Acceptance Tests the performance of each equipment and system as a whole shall be measured and documented. Any failure/ equipment switchover shall be documented. List of all equipment, spares/ components etc. shall be prepared. If during 'Site Acceptance Test' any defect is noticed in the system, the Bidder shall rectify/ replace the same to the satisfaction of UNHCR at no extra cost.

3.19 It shall be explicitly understood that under no circumstances any approval of relieve the Bidder of his responsibility for material, design, quality assurance and the guaranteed performance of the system and its constituents.

Part 4: Maintenance and Helpdesk Services

Arrange, schedule, oversee and report on preventive and periodical maintenance as per the following:

4.1 The vendor will conduct preventive maintenance visits, every six month, to maintain and/ or replace worn or inoperative components. As requested by UNHCR, the vendor will repair and replace, as needed, all defective components to include cameras, cabling, software and hardware. Spare Parts Items include but not limited to IP camera (Indoor/ Outdoor), DVR/ NVR, monitoring screen, control board, switch board, power supply, and software and connection cables

4.2 Help desk solution that enables end users to log their complaints or requests and tracks the same till the resolution.

4.3 24X7 Help Desk facilities for user for the period of 2 year will be provided. With immediate response time and quick action which shall not exceed 72 hours from the time of the complaint, except when replacing parts, peripherals and or system changes that require more than Three days, which shall be provided in writing.

4.4 Bidder shall set up a centralized helpdesk to log complaints of the users and issue the log ticket number and communicate the corrective measure. Bidder shall provide Customer support interface with E-Mail, online, telephone and onsite support.

Part 5: Reporting

5.1 Provide warranty/ on-site maintenance for all above mentioned systems that shall be supplied and installed under this procurement throughout the period of warranty as this agreement.

5.2 The support coverage shall be as per this agreement.

5.3 Ensure that all the supplied and installed equipment integrate and function as per the requirements and meet the agreement set out in this document.

Part 6: Service Call Log

Bidder will have to maintain Service call register for the supplied items and submit the call log on monthly basis to UNHCR as per the format specified by the UNHCR

NOTES TO THE BIDDERS

SITE VISIT:

Bidders are strongly encouraged to visit UNHCR location site to understand building design and layout and associate technical requirements.

Quality Assurance:

Pre-dispatch Inspection:

The shipping release to dispatch the components will be issued only after a pre-dispatch inspection by the purchaser's engineer to ensure the compliance with this tender specification. The components' original packing shall not be removed and the same shall be opened before the purchaser's engineer. The supplier shall give at least 15 days advance notice prior to the commencement of pre-dispatch inspection so that the purchaser's representative can plan to witness the tests. The cables shall be tested for acceptance tests as per relevant standard in presence of purchaser's representative at the vendor's works. Waiving of quality surveillance or acceptance of material or equipment by the quality surveyor shall not relieve the supplier from the responsibility of furnishing material and workmanship in accordance with this tender document.

UNHCR SCOPE OF WORK:

1. UNHCR shall provide the Contractor's personnel the necessary security passes and access to areas needed (i.e. CCTV Room) for the performance of the Services.

2. Contractor shall provide a detailed list of all personnel expected to work within the project installation and implementation with the following:
 - i. Full Name List with specific role during the project
 - ii. Copies of: Active National ID for Sudanese OR Active Passports and Work Permit for non- Sudanese.
 - iii. Vehicles details including drivers and copies of active licenses for both Vehicle and driver.
 - iv. All contractor personnel should be over 18 years old
 - v. All contractor personnel should bring their Identifications shared as mentioned in above points ii and iii.
3. The Contractor shall have all their employees working on this project duly ensured.
4. The Contractor to acknowledge that UNHCR shall have no obligation to provide any assistance to the Contractor in performing the Services.
5. UNHCR reserves the right to review all Services performed by the Contractor under the service contract, to the extent practicable, at all reasonable places and times during the term of the contract. UNHCR shall perform such review in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor to cooperate with all such reviews by UNHCR, at no cost or expense to UNHCR.
6. UNHCR's sole obligation with respect to customs matters shall be to provide the Contractor with a documentary certificate identifying the items concerned and stating that such items are for the sole use of UNHCR. If any further documentation is required by any authority, the Contractor shall advise UNHCR and UNHCR agrees to provide reasonable assistance to the Contractor in obtaining such documents.

ANNEX A – (PART B)
RFP No: RFP/SC/SGO/2021/001

**For Supply, Installation and Maintenance of CCTV System for UNHCR Sub Office Gedarif
in East SUDAN**

TECHNICAL OFFER SHEET

I, the Contractor, fully agree to the Scope of Work (**Annex A**) and technical specification provided in (**Annex B**) document and abide by them during the course of the supply, installation and maintenance of CCTV system (if assigned). Should there be any deviation for any items, I will provide in writing at the time of submission of offers for consideration.

Deliver Period: I, the Contractor, also agree to complete the supply, installation and maintenance of CCTV system (if assigned) after signing of service agreement and receipt of Purchase Order (P.O) against the timeschedule submitted with this bid.

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.

ANNEX A – (Part C)
RFP No: RFP/SC/SGO/2021/001

**BID For Supply, Installation and Maintenance of CCTV System for UNHCR Sub Office
Gedarif in East Sudan**

WARRANTY PERIOD

I, the Contractor, warrant in writing that during the 24 months period after the completion of the work in case of any minor /major damage/defects to the structures due to the use of bad quality of materials or bad workmanship, the company is willing and ready to correct that damages with no additional charges to UNHCR.

If my company fails to correct the damage(s), the repair will be immediately done from the withheld 10% retention money. UNHCR has the right to review the case and impose any sanctions as per their rules and may also suspend my registration.

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.

ANNEX C

FINANCIAL OFFER OF THE COMPANY

RFP No: RFP/SC/SGO/2021/001

BID For Supply, Installation and Maintenance of CCTV System for UNHCR Sub Office Gedarif in East Sudan

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

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

YES NO

Item#	Location of Cameras	Qty	Unit	Rate USD	Amount USD	Remark
1	Outdoor, 5MP resolution, day/night, fixed box camera providing forensic WDR and Light finder for demanding light conditions	12	Pcs			Supplier should provide detailed information, specs, make and model and country of origin of the camera and other accessories separately along with the technical and financial offer
	Indoor fixed dome cameras 5 MP at 30 fps with WDR.	5	Pcs			
2	NVR 24 channels	1	Pcs			
3	Hard disk 10 TB	1	Pcs			
4	UPS 3kVA Online UPS	1	Pcs			
5	LED TVs with Display size: 60-inch Full HD equivalent to Samsung / LG	3	Pcs			
5	PoE switch Cat 6 Patch panel 24 port Patch cord 20 cm Rack cable organizer 6 unit metal wall mounted rack with lock Including cabling	1	Lumpsum			
6	Installation Charges	1	Lumpsum			
7	Bi-yearly maintenance charges (02 Years)	04	Bi-yearly			

Please note that the detailed specifications are given in Annex B as attached with this document.

Pricing:

I agree to keep my pricing model quoted in my offer valid for the duration of the **supply, installation and maintenance of CCTV system**. I also agree to UNHCR’s standard payment terms within 30 days after satisfactory delivery of goods and receipt of documents.

Undertaking:

I undertake, if our Bid is accepted, to complete the **supply, installation and maintenance of CCTV system** awarded to my company in UNHCR Sub-office Gedarif – East Sudan in accordance with required specification and quality, delivery terms and period specified in the Bidding Documents.

I agree to abide by this Bid for a period of 90 days from the date fixed for opening of the Bids in the request for proposal document, and it shall remain binding upon us and may be accepted at any time before the expiration of the period.

The undersigned confirms hereby acceptance of the UNHCR General Terms and Conditions for Goods and Services -July 2018, including, Supplier code of conduct and UNHCR payment terms as specified in this RFP.

Bidder Name: _____

Phone / Cell Number: _____

Company Name: _____

Email Address: _____

Company Address: _____

Authorized Signature: _____

Date: _____

