**TOR for Maintenance of Integrated Access Control System and CCTV Camera.**

IOM Maiduguri Security requires regular maintenance of the integrated access control system equipment comprising CCTV, Network Switches, Fire Alarm Systems, Public address, access control locking system, and Power Backup system to support 24/7 operations of the mentioned systems installed at the IOM Humanitarian Hub office as well as 7 Hub Locations (Bama, Banki, Damasak, Dikwa, Gwoza, Monguno, Ngala), warehouse and Maiduguri Main Offices. These systems require regular / scheduled maintenance as well as monitoring for effectiveness

**CCTV Preventative Maintenance.**

* Testing and re-adjustment of focus and video levels on all cameras
* Testing of external camera housings
* Checking of all mechanical fixtures, brackets, towers, and camera functions
* Cleaning of all camera lenses and housings where appropriate
* Test all photocells and infrared lamps for correct operation
* Clean all video display monitors with anti-static solution
* Adjust video time and date display as required, and check equipment settings
* Check video data connections between all control equipment re-terminate and crimp
* Test all remote video transmission equipment, ensuring correct operation
* Provide an engineer’s report on the condition of the installation if so required
* Provide any necessary basic instruction and training to in-house ICT contact personal
* Update of newly rolled out firmware on the cameras as well as NVR to ensure the proper functioning of the system.
* Check installation, location and mounting of all equipment and devices against specification
* Provide a detailed network diagram showing all camera locations and label same for easy identification as well as monitoring on the NVR
* Inspect all flexible connections and label all Camera Cabling in the server room
* Check power mains and stand-by battery power supplies, including charging rates to be sure it can sustain the system.
* Check remote signaling equipment physical connections
* Test remote signaling equipment communications to the Alarm Receiving Center
* Monthly check of camera switches and cables to ensure uninterrupted relay of image to the NVR.
* Check backup storage thresholds and report where anomalies are noticed.
* Configure and setup available external storage where necessary.
* Troubleshooting and fixing any related system issues
* Quarterly comprehensive inspection and conduct necessary maintenance and provide the written report.

**Training**

* Provide regular training/refresher training (at least every six months) for 3 IOM staff involved in the monitoring of the CCTV operations.

**NB** - **The vendor must always be available for on call services /break down and should be able to respond /Visit within 24 hours when called upon**