**TERMS OF REFERENCE**

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| **Assignment:** | **Purchase of new CCTV system IP Cameras for Maiduguri UNICEF main office and to install cameras from old CCTV to guest houses and warehouse.** |
| **Location:** | UNICEF Nigeria, Maiduguri Field Office. |
| **Reporting to:** | UNICEF Maiduguri Security Specialist |

1. **JUSTIFICATION/BACKGROUND**

UNICEF Maiduguri Field Office has a CCTV system in all its premises, all the CCTV systems are analogue based, the CCTV system in the main office has always functional issues, half of the cameras are not working and need to be replaced by a new CCTV system IP based. As for guest houses and warehouse the CCTV system is analogue based but it is operating but needs maintenance and its cabling and to add cameras. The Cameras will be taken from the old CCTV system in the main office following the office replacement per this ToR.

1. **OBJECTIVE AND SCOPE OF THE WORK**

The overall goal is to have a new CCTV system for the new office with IP cameras and substitute the defective cameras analogue type for the guest houses and warehouse in coordination with the security team.

**MAIN DUTIES AND RESPONSIBILITIES**

* 1. Procurement of new CCTV system which will include one NVR of 64 outputs, 60 IP cameras (internal and external), one IP rotating dome camera, cabling and all necessary equipment to ensure that the new CCTV is functional.
  2. Installing the used but functional cameras that will be recovered from old CCTV system at the office and fixed at the guest houses and warehouse.
  3. Procurement of three PTZ Cameras for guest houses and warehouse.
  4. Give view of the CCTV from ICT room to the safe rooms in the two guest houses.
  5. Install the procured CCTV system at pre-identified locations based on sketch/diagrams provided by UNICEF Security Focal Point/Operations Manager.
  6. Provide other necessary and appropriate materials, accesories and labor for the installations.
  7. Install all the necessary software requirements for the operation of the CCTV system.
  8. Provide post-installation services such as repairs and maintenance of the equipment for two years for the new CCTV system and one year for the current CCTV systems in warehouse and guest houses. visiting the site at least once a month with or without a call, during this period.

1. **TARGETS**

The successful service provider shall ensure that the CCTV system in all UNICEF premises is working properly and connected to the PC and phone application for monitoring.

**Detailed Scope of Work:**

1. Installing a new CCTV system for the main office.
2. Carry out repair for the current CCTV cabling in guest houses and warehouse.
3. Install the functional cameras and DVRs from the old CCTV to the guest houses and warehouse.
4. Connect the CCTV system in all UNICEF premises to the security PC and phone application for CCTV monitoring.
5. At the outset of the service, a report on the installation should be organized and both parties will inspect the equipment to determine that it is in good working condition.

**Other Considerations:**

* UNICEF shall issue a specific purchase order for the work to be done.
* UNICEF Maiduguri Office shall pay the Service Provider for the services rendered upon full certification of the job done and submission of Invoice.
* Payment shall be in the local currency NGN and must be exclusive of VAT as the UN does not pay tax.
* Suppose the Service provider shall breach any of the provisions of the contract or fail to execute the contract terms in full. In that case, UNICEF Maiduguri may (without prejudice to its ordinary rights in respect to such failure) give notice to the Service Provider that such Service should be carried out otherwise, the Agreement shall be determined as not provided and terminated accordingly.
* The Service Provider shall be fully liable for the consequences of any of its acts, errors or omissions for any damage caused by negligence in carrying out the Service or performing its obligations under the present Agreement.

1. **DAMAGE AND PROPERTY LOSS**

In case of any damage to the machine caused by the willful act and omission of abuse of the device by the service provider during the delivery of the Service, the Service Provider shall be responsible for the supply of spare parts expenses necessary and incidental. At the same time, UNICEF shall pay for the services only.

In the case of the wear and tear, UNICEF shall pay the Service Provider for the replacement and the Service thereof.

The Service Provider shall be liable to make good any damage caused to the machines that are directly traceable to the act of it or its agent.

The Service Provider shall be liable to replace any property belonging to UNICEF Maiduguri, which may become missing or damaged due to the act of omission or commission traceable to it or its agent.

1. **In the absence of non-termination to this Agreement:**

UNICEF Maiduguri shall provide any assistance that may be reasonably required for the efficient performance of the Service Provider.

A security maintenance register to be kept at Administration Services Department, UNICEF Maiduguri, 25, Dalori Street, New GRA, Maiduguri every visit and particulars of maintenance carried out, provided that each party must sign such document at the end of each maintenance exercise.

**Time of Operation**.

The Service Provider shall install the cameras and all CCTV systems on UNICEF premises within one month of the contract.

1. **SUPERVISOR'S MAIN DUTIES AND RESPONSIBILITIES**
2. To ensure team coordination to project implementation and deliverables.

* Supervising the daily activities to ensure quality and avoid losses during delivery of services.
* Ensuring adherence to the UNICEF policies and procedures and UN Code of Conduct by all staff.
* Maintaining orderly and sanity during the delivery of duties.

2. To ensure the team operates within the Legal Framework and immediately reports and documents to UNICEF any observed or known safety hazards, conditions, or unsafe practices and procedures.

5. Ensure Team members efficiently deliver their Service while adhering to the UNICEF Competency framework of CARE, Respect, Integrity, Trust, and Accountability (CRITA).

* 1. **COMMENCEMENT OF THE WORKS**

The Service Provider shall assess the work and share the implementation plan and methodology to deliver the work. UNICEF will review the cost and Service can be embarked on upon issuing a call forward Purchase Order. The contract start date shall be highlighted in the contract, and the contract validity shall be two years.

1. **EXPECTED DELIVERABLES**

The Service Provider shall be responsible for effective planning, Sequencing, scheduling, and actual implementation and ensure less disruption and inconvenience to UNICEF working schedules.

# Description of task and deliverables.

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| **Sl.No.** | **Key Deliverables** |
| 1 | Installing of CCTV system with IP cameras, it includes 60 IP cameras 4 MP for internal and external with Day/Night Color (Colorvu) Hik vision brand, one Pan-tilt-Zoom CAM (PTZ) 2 MP Hik vision with screens of 43 inches and two screens of 55 inches. |
| 2 | 3y PTZ Cameras, two HDMI converters over CAT6, one HDMI over Fiber, Cables Installation. |
| 2 | Carry out the necessary assessment of faulty equipment and recommend major repair and maintenance. |
| 3 | Submit the maintenance report together with the recommendations for significant repairs. |

1. **OFFICIAL TRAVEL INVOLVED:**

The Service Provider's Personnel shall travel to execute this job physically. The service provider share bear all the cost of travel together with COVID -19 related costs.

1. **DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE, OR EXPERIENCE**

The Service Provider shall ensure Personnel put forward for the project are qualified, experienced, and competent professionals who can adequately undertake the tasks described.

The successful Service Provider should have the following:

* Be a registered company complying with Nigeria's tax/revenue/labor requirements. A Clearance Certificate states that the Service Provider has paid all dues Value Added Tax, should be submitted.
* The company should have a presence in Maiduguri or have a proven representation in Maiduguri led by a high-level Manager.
* The Service Provider should have at least two years' proven track record in rendering satisfactory services to UN, INGO, and Public Sector.
* The Service Provider's Personnel must have training or Experience in similar environment such as conflicting zones. The Personnel must not have criminal record or pending court cases.
* Key Personnel must be qualified to carry out maintenance for security equipment and Curriculum Vitae and Certificates must be attached.

**Qualifications:**

The Service Provider must reflect the following qualifications.

* The Service Provider must prove that s/he possesses the service qualification and Experience to provide the abovementioned services. Thus, relevant Experience in CCTV and its infrastructure is a necessity.
* The service provider must deliver services of the highest quality, and the materials to be used must be durable and of high quality.
* Previous Experience with UNICEF, other UN agencies, INGO, Government departments, or other reputable organizations in Nigeria, especially Maiduguri.
* References from such organizations shall be provided during submission.
* Local presence of bidders in Maiduguri for immediate troubleshooting and after-sale services.
* Be a fully registered business with all certificates.
* Can work under pressure, be open to input/scrutiny and changes required to be made, respect local/cultural contexts, and deliver on tight deadlines.
* Experience working with UN agencies and International Organizations would be desirable
* Ability to work under pressure and meet tight deadlines.
* Ability to travel within the Hard-to-reach areas of Maiduguri.
* Proven Experience in working with international organizations and UN agencies is an asset.
  1. **Removal of Personnel**

Each employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, and UNICEF. UNICEF reserves the right to direct the Service Provider to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the UNICEF.

1. **PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS**

**Performance reviews are to be carried out as per the project duration.**

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| **PROVISION OF SECURITY MAINTENANCE SERVICES FOR UNICEF MAIDUGURI, NIGERIA** | | |
| **Activities to be completed** | **Performance Indicator** | **Payment** |
| New CCTV system for main office, and CCTV systems in UNICEF premises are functioning. | Security Equipment, including CCTV up and running with less than 0.0042% downtime per month, translating to less than 5% downtime annually | 100% of the upon completion of the task per call forward. |

1. **SUPERVISION, MONITORING & REPORTING**

The Service Provider shall institute appropriate quality monitoring tools to ensure the staff's predetermined duties (to be approved by UNICEF before job implementation). Any shortcomings and substandard conditions noted in such inspections shall be promptly corrected and improved; any requirements beyond the responsibility of the Service Provider shall be brought to the attention of UNICEF for review & decision making.

The Service Provider shall report and submit all deliverables directly to the UNICEF Maiduguri Operations Section and work with UNICEF's Security Focal Point to ensure execution to specifications and attention to detail.

1. **UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE**

The deliverables and progress will be evaluated weekly by the UNICEF assigned project manager. The reported unsatisfactory work will lead to stop work and take corrective measures or referred to Supply Section for further consideration of the contractual obligations.

Standard UNICEF contractual penalties shall apply.

1. **REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA**

The potential bidders must submit the proposals with all supporting documents not later than the date and time specified in the request for proposals. Submissions shall consist of technical bids and financial proposals. The technical and financial proposals are submitted in separate sealed envelopes (two-envelope System), and both envelopes shall respectively be marked with "Technical Proposal" plus the name of the bidder and "Financial Proposal" plus the name of the bidder. Both proposals must be submitted at the same time.

**Evaluation criteria**

* + 1. The methodology of cumulative analysis evaluation (point system with weight attribution) will be used to evaluate proposals. Under the cumulative analysis scheme, a total score is obtained upon weighted technical and financial attributes. Evaluations shall be weighted as 70% technical + 30% financial = 100% total. The minimum technical score: 70% of 70 points = 49 points. Bids that score below 49 points shall not be considered.

In this methodology, the maximum score (30) will be allocated to the lowest financial Proposal. All other price proposals receive scores in inverse proportion according to the following formula:  
Score for price proposal A = (Maximum score for price proposal (e.g., 30) \* Price of lowest-priced Proposal)/Price of proposal A.

As a result of the financial evaluation, the points of each Proposal will be taken into further consideration in the final evaluation. The total score for the final review shall be 100

* + 1. Financial Proposal: only the **Template-Annex B** shall be used.
    2. Below are the detailed technical evaluation criteria for the technical rating.

**STRUCTURE AND EVALUATION PROCESS OF THE PROPOSAL**

* Each Proposal should include a technical and a financial proposal that should be submitted as separate documents in separate emails.
* The Technical evaluation is followed by the review of the financial offer of the technically compliant vendors.

**Technical Proposal:**

* Companies should provide information including date of establishment; copy of company registration; organogram; and key personnel CVs
* Describe how you will protect UNICEF files against loss and piracy/misuse
* Provide samples (online links) and at least three (3) videos and/or three (3) animations.

**Financial Proposal**

* The financial Proposal should include break downs and total must be clearly shown.

**TECHNICAL EVALUATION CRITERIA**

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| **1** | **OVERALL RESPONSE** | **Max. Points** | **Comment** |
| 1 | Submission of detailed company profile reflects physical contact address, email address, phone number, and details of services provided by the organization. | 10 | Detailed company profile reflecting physical contact address, email address & phone number, and clarity on the organization's nature of business. |
| **2** | Submission of statutory government documents and other videography service technical certifications. | 10 | All required statutory documents relating to the Service needed to be attached. Submit copies of essential registration certificates and those that reflect affiliation with the industry. |
| **3** | Submission of tax clearance certificate for the last three years. | 10 | Submit a copy of the current Tax Clearance Certiﬁcate. |
| 4 | Submission of at least three evidence of previous contracts/projects/awards successfully executed for corporate clients like UN agencies, government agencies, or the private sector. | 20 | Attach copies of past contracts or Purchase orders as evidence of similar jobs. |
| 5 | List of Key Personnel, team members proposed for the assignment that demonstrates adequate Experience in the field as per this ToR. | 10 | Organogram to reflect required team with their specialties and share the CVs. Submission of curriculum vitae (CV) of key Personnel to be deployed (Supervisor, Technical Staff) and academic degrees |
| 6 | References letters from a minimum of two previous Clients with contact Information attesting to your competency. | 10 | Attach a minimum of two reference letters showing the name of the client, contact person, official email address, and phone number for related projects. |
|  | Pass Score (49% out of 70) and above | **70** |  |
|  | Financial Score | **30** |  |
|  | Total Scores (Technical + Financial) | **100** |  |

1. **QUALITY CONTROL**

The Service Provider shall institute an appropriate inspection to ensure the predetermined duties are carried out by the staff. Any shortcomings and/or substandard conditions noted in such inspections shall be promptly corrected and improved; any conditions beyond the responsibility of the Service Provider shall be brought to the attention of UNICEF's representative.

**Advisory Services**

It is expected that during the duration of the Agreement, the service provider shall provide advisory services to UNICEF regarding the security equipment functionalities and recommend.

**Tools, Equipment and Transport**

The Contractor shall provide all necessary tools, transport, instruments, and equipment to execute the services as per the scope of work. These must be available for the Contractor's use during service operations.

**Payment**

Payment will be 'Direct Payment' to the Contractor based on handover and confirmation of acceptance of all deliverables. Payment is to be processed within 30 days from receiving the Invoice & certification of satisfactory performance by the UNICEF Operations Manager.

**Security**

The Contractor is responsible for carrying out a security check on all staff employed for this project.

1. **SITE VISIT**

Site visit day shall be shared in the Prebid meeting, and it is mandatory to ensure the site visit is done for a better understanding of the required service.

1. **OTHER CLAUSES: PSEA Language**

Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Service Provider is expected to have in place explicit policies related to the prevention of sexual exploitation and abuse of beneficiaries, including commitment to the IASC 6 Core Standards (IASC/2002), and the investigation of such cases. Where the Service Provider does not have enough capacity for the investigation of such cases, it should request the support of UNICEF. Reasonable suspicion of sexual exploitation or abuse of beneficiaries may be reported by any individual to UNICEF if the complainant so prefers.

1. **Standards of Conduct**
2. General. The Contractor shall maintain satisfactory standards of employee competency conduct cleanliness, appearance and integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary.
3. Neglect of duties shall not be condoned. This includes unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.
4. Disorderly conduct, use of abusive or offensive language, quarrelling, intimidation by words, actions, or fighting shall not be condoned. Also not condoned is participation in disruptive activities which interfere with normal and efficient UNICEF operations.
5. Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.
6. Criminal Actions. The law will be applied to Contractor's employees incurring in criminal actions. It includes but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of UNICEF property, theft, vandalism, or immoral conduct; security violations; unethical or improper use of authority or credentials; and organizing or participating in gambling in any form.
7. **CONDITIONS**

* The Service Provider will use its office resources and materials to execute this assignment. **The Service Provider's fee shall include all personnel charges and administrative costs.**
* The quote would be valid for the entire duration of the contract.
* Please also see UNICEF's Standard Terms and Conditions attached.
* The Service Provider's Personnel and staff are not UNICEF personnel, and UNICEF is therefore not responsible for them.
* The Service Provider is fully responsible for providing health and death insurance coverage for its Personnel and other insurance coverages as allowed by the Nigeria labor law for any incidents and accidents that might occur due to their work or within UNICEF premises.
* The Service Provider and his Personnel should comply with all security rules and regulations per UNICEF policies.
* UNICEF shall have the right to request the Service Provider to change a personnel member if UNICEF finds such Personnel's performance/work/behavior poor or unacceptable. The Service Provider shall comply immediately and provide a replacement within the 48hours while ensuring that the Service rendered to UNICEF does not suffer or diminish.
* The Service Provider will work on its computer(s) and use its office resources and materials to execute this assignment unless agreed otherwise.
* **The Service Provider's fee shall be inclusive of all office administrative costs**
* The Service Provider's fee should include all travel costs **and COVID -19 related costs.**
* Please also see UNICEF's Standard Terms and Conditions attached.