Annex -A-

RFQ/HCR/SYR/23/101

Supply, delivery, and installation of Smart lock system to the UNHCR Aleppo Sub Office in Syria

The Smart Lock System's Technical Specifications and

the Scope of Work (SOW)

1. **Project Overview:**

   The objective of this project is to install a smart lock system in the UNHCR Aleppo Sub office building, consisting of 17 rooms. The system should support centralized management over TCP/IP Wi-Fi network, remote monitoring, and user access control.

2. **Product Description:**

- The selected smart lock system is a commercial-grade solution that can be adapted to 6068 standard lock bodies and C-level lock cylinders.
- All necessary accessories required for the full functionality of the system should be provided as part of the system package.
- Door locks should operate and be powered by AA alkaline batteries for seamless and uninterrupted performance.

   The system should include the following features:

  - In-line lock cylinder (cylinder should be installed within the lock body).
  - Low battery reminder with timely notifications.
  - Emergency power supply via micro-USB when batteries are completely dead.
  - Recording of door opening events during power failures.
  - Anti-pry alarm and voice navigation.
  - Auto-Lock and Auto-Unlock Features.
  - Remote Locking and Unlocking.

3. **Technical Specifications:**
  - Panel Material: Aluminum.
  - Lock Body Type: Lift-up lock body.
  - Door Opening Direction: Left open/right opening (supports left and right interchange).
  - Free Handle: Supported.
  - Cylinder Level: C-level.
  - Door Hole Size: Door margin 60mm, center distance 68mm.
  - Unlocking Method:M1 Card, mechanical key.
  - Card Capacity: 100 (Minimum)
  - Network: 2.4G Wi-Fi 802.11 b/g/n
  - Card Reading Duration: Reaction time < 1 second.
  - Power-off Memory: Automatic storage of operation information (up to 300 local doors opening records).
  - Operating Power Supply: AA alkaline batteries, single-rated voltage 1.5 V

- Emergency Power: Micro USB
- Language: English
- Power-off Transmission: Support door opening record.

4. **Installation Process:**

The installation process should comprise the following steps:

- Dismantling of any existing lock systems, if present.
- Mounting the smart lock panels on each door, including any changes/Adjustments on the door if required.
- Installation of the lock bodies and cylinders according to the provided specifications.
- Configuration and integration of the smart lock system with the local Wi-Fi network.
- User registration and card issuance.
- Testing and commissioning the entire system (one week for testing; afterward, UNHCR Aleppo Sub Office may confirm the receipt and proceed accordingly in the payment process).
- Door modification scoring

5. **Central Management Software:**
- A central management software application will be provided as part of the smart lock system installation. This software will serve as a centralized platform for managing and monitoring the smart locks within the office building.
- The central management software will include features such as user access control, access logs, remote locking and unlocking, and real-time monitoring of door status.
- Training on how to use the central management software will be provided to designated personnel to ensure efficient and effective operation.
- The software will be compatible with standard operating systems (e.g., Windows 11) and will support secure user authentication and access control.
- Central management software provided as part of this smart lock system installation should be compatible with IVMS software. Compatibility with IVMS software will facilitate seamless integration and management of security systems within the office building.

6. **Training:**
- Training sessions should be available for designated personnel (UNHCR Aleppo Staff) to ensure they are proficient in the operation of the smart lock system, card management, and response procedures for emergency scenarios.

7. **Technical Support:**
- Technical support/customer service should be provided when needed and requested, covering the first year upon completion of the installation.

8. **Documentation:**
- Provide comprehensive documentation, including user manuals and technical specifications, for reference.

9. **Warranty:**
   - Ensure that the smart lock system is covered by a warranty that guarantees proper operation and support in case of defects not less than one year.

10. **Compliance**
    - Ensure that the installation complies with all relevant local building codes and regulations in cooperation with UNHCR Technical team.

11. **Project Timeline**
    - Provide a detailed project timeline with milestones and completion dates.

12. **Mandatory site visit:**
    - All interested and eligible bidders/Service providers are invited to participate in a mandatory site visit, the proposed date shall be on Tuesday 28 November 2023 @ 12:00 pm at the UNHCR Aleppo sub-Office. Bidders are requested to report to the below mentioned address by 11:45 AM:

      UNHCR ALEPPO SUB OFFICE
      BUILDING NO.42, OMAYAD STREET, OLD SHAHBA'A
      ALEPPO, SYRIAN ARAB REPUBLIC

    - Interested bidders shall confirm their participation latest by Monday 27 November 2023 at 3:00 pm hrs. Syria local time.
    - Maximum of two attendants allowed per each company. (Engorged to include technical expertise).
    - The proposed site visit is mandatory.
    - It is the responsibility of the bidder to ensure recording of his company name, representative and signature in the attendance sheet.