**Annex (A)**

**SPECIFICATION AND TERMS OF REFRENCE**

**RFQ-HCR-SYR-24-350**

**TOR for Establishment of Frame Agreement for Provision, installation and Maintenance Service for CCTV, Fire Alarm System and Fire extinguishers.  
and Provision of Spare Parts / Supply of Items/ Equipment.**

**Documentation:**

UNHCR Sub Office Qamishli (has three buildings) aims to establish a frame agreement with qualified companies to provide regular maintenance for the existing CCTV, fire alarm systems and Fire Extinguishers, provision of spare parts supply of items / equipment if required.

UNHCR may award the Frame Agreement(s) for an initial period of one year, which may be extended for two additional periods (1+1) (one-year extension and another one-year extension) subject to satisfactory vendor performance and market price review.

This Terms of Reference outlines the maintenance services and the specifications for the required spare parets / items, the contractors shall furnish all labour, materials, tools, equipment, and reasonable incidental services necessary to provide the service. **Additionally, contractors are expected to propose enhancements that could improve the overall system performance and cost-efficiency during the contract period.**

The contractor is required to submit a report on the status of the system after each maintenance service, including the necessery follow-up work, Reports should follow a standardized template provided by UNHCR, detailing maintenance activities, issues identified, corrective actions taken, and recommendations for any further actions. Reports should be submitted electronically through a designated platform to ensure timely review and record-keeping.Partial quotation per Lot (lot A1,2 &3, lot B1 and lot B2, and lot C) is acceptable (bidders can apply for one lot or more).

**Requirement:**

**LOT (A)- CCTV (Supply, delivery and installation of CCTV spare parts, and provision of Maintenance services.):**

CCTV system is a great solution for deterrence and detection. However most of CCTV deficiencies are due to poor quality or lack of maintenance, which is why intelligent specification, professional installation, maintenance and continuuous assessment all play key roles in the performance of a successful solution for maintaining the CCTV in good shape. This is very important to ensure the continuity of the current system.

CCTV preventive maintenance involves regular testing of the functionalities of CCTV surveillance equipment to reduce the probability of malfunction or failure.

Regular maintenance must ensure that the CCTV system works optimally, and that the images recorded and stored in it are clear and suitable for viewing and help in detecting intrusions or thefts, etc.

Therefore, these systems in the three buildings needs **one** **(1)** qucick check visit per month, in addition to **one (1)** periodic maintenance every **(6)** **Six** months, with the replacement of parts that need to be replaced to ensure that the system continues to work perfectly.However, on demand request can also be requetsed for at any time by UNHCR.

**Personnel qualifications:**

It is the contractor’s responsibility to ensure that only properly trained and competent persons perform inspections, testing and maintenance on the CCTV system.

**Requirement:**

A-1- Maintenance Service for the current CCTV system

A-2- Supply, Delivery and installaion of Spare Parts if need arise.

A-3- Supply, delivery and installation for personal computers.

The contractor shall provide maintenance services related to all CCTV system including regular maintenance every six months, replacement of damaged parts, Supply and delivery of items (spare parts compatible with the current systems that UNHCR is using) and installation service as following:

**LOT A-1- CCTV Maintenance Service**

**It is expected from the contractor to provide the following service under this lot (A-1) Maintenance Service for CCTV:**

1. **Camera & Housing:**
2. Camera/lens focus and appropriately adjusted.
3. The camera view hasn’t knocked off the path, and the property perimeter can be seen clearly.
4. The camera field of view is adjusted to the customer’s requirement.
5. The motion detection sensor is functioning correctly.
6. Camera / Housing viewing window is clean, inside and outside.
7. The camera lens is dust-free.
8. Camera secured to the wall firmly.
9. Interior of the camera enclosure is clean and dry.
10. Check operation of pan tilt, zoom focus.
11. **Wire & Cable:**
12. - Check wiring and cable harnesses for wear, tear or exposed wires
13. - Check to make sure cable is dressed properly
14. - Check connectors and cable entry points for loose wiring
15. - Coaxial cable is transmitting an adequate video signal to the CCTV room.
16. - Signal should be free of distortion, tearing, hum-bars, EMI, rolling, etc.
17. - Make sure all coaxial connectors are insulated from the conduit and pull boxes.
18. **Control Equipment:**
19. - Monitors are free from picture burn-in and distortion.
20. - Monitors have proper contrast and brightness
21. - VCR’s are functioning correctly and providing distortion-free recording (if applicable).
22. - VCR’s should be cleaned in coordination with UNHCR ICT.
23. - All control equipment is operational. Switchers allow proper sequencing and callup.
24. - Clean all monitor screens, control panels, and keyboards with a diluted cleaning solution.
25. - Check all coaxial connectors on the back panels for loose connections
26. - Check all power connections to ensure AC plugs are not lost or power cables Frayed.
27. - Check DVR retaining data as per clients’ requirements
28. - Check the correct time and date stamp is set.

**LOT A- 2- Supply, delivery and installation Spare Parts for CCTV System:**

**It is expected from the contractor to provide the following service under this lot (A-2) Maintenance Service for CCTV:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Surveillance System / Spare parts and items.** | | | |
| Item no. | Minimum Acceptable Specifications | Qty | UoM |
| 1 | **SURVEILLANCE CAMERAS**  **IP Dome Cameras (Indoor)**   * 5.0 Megapixel minimum * 1/ 2.7” Progressive Scan CMOS sensor. * Motorized 2.8-12mm lens. * compression: H.265 / H.264+. * Supports Motion Detection. * Provides True Day/Night functionality with automatic IR filter operation. * Minimum Illumination color 0.01 Lux * IR Distance 30m minimum. * Supports Power over Ethernet (POE) / 12VDC. * ONVIF/ CGI Compliant * **The current system is compatible with HIKVISION brand.**   **IMPORTANT:**   * All Cameras should be IP (with POE support) from a known brand in the CCTV industry with a two-year warranty. * Cameras should record on motion detection and compatible with NVR. * AES - [Automatic Electronic Shutter](http://www.idealcctv.co.uk/aes-automatic-electronic-shutter), AGC - [Automatic Gain Control](http://www.idealcctv.co.uk/agc-automatic-gain-control), ATW Auto Tracing White Balance, AWB Auto White Balance, CCD Charge Coupled Device, DSS - [Digital Slow Shuttering](http://www.idealcctv.co.uk/dss-digital-slow-shuttering), HD High Definition, WDR [Wide Dynamic Range](http://www.idealcctv.co.uk/wdr-what-wide-dynamic-range),…..). * All cameras and depends on the type should have these basic features   The brand required: International Known Brand. | 40 (Three buildings). | units |
| 2 | **IP Infrared Bullet Cameras (Outdoor)**   * 5 Megapixel minimum * Minumm 1/ 2.7” Progressive Scan CMOS Sensor. * Motorized 2.8-12mm lens. * compression: H.265 / H.264+. * Supports Motion Detection . * Weatherproof IP67-rated * Supports Power over Ethernet (POE) / 12VDC * Provides True Day/Night functionality with automatic IR filter      * Operation * Minimum Illumination color 0.01 Lux * Extended IR range of up to 30m / 100ft * ONVIF/ CGI Compliant   **IMPORTANT:**   * All Cameras should be IP (with POE support) from a known brand in the CCTV industry with a two-year warranty.All outdoor cameras have to be weatherproof with anti-vandalism as Mounts, Housings & Brackets should be included.      * Cameras should record on motion detection and compatible with NVR. * AES - [Automatic Electronic Shutter](http://www.idealcctv.co.uk/aes-automatic-electronic-shutter), AGC - [Automatic Gain Control](http://www.idealcctv.co.uk/agc-automatic-gain-control), ATW Auto Tracing White Balance, AWB Auto White Balance, CCD Charge Coupled Device, DSS - [Digital Slow Shuttering](http://www.idealcctv.co.uk/dss-digital-slow-shuttering), HD High Definition, WDR [Wide Dynamic Range](http://www.idealcctv.co.uk/wdr-what-wide-dynamic-range),…..). * All cameras and depends on the type should have these basic features   The brand required: International Known Brand. | 40  For (three buildings) | units |
| 3 | **NVR Device**   * One NVR should be installed in the server room on the second floor, as the monitoring for the surveillance system is located in the control room (Ground Floor). The requested number of licenses should be included in the offers if the NVR requires licenses to operate according to the camera count. * NVR system should be from a known brand (Compatible with Dahua and HIK Vision cameras) in the Video Surveillance industry with the latest technology and at least a two-year warranty. * The operating system can be a windows-based operating system.   Below are the required technical specs and features of the system. We do accept as well as higher specs and features.   * 64 network cameras can be connected. * Minimum incoming bandwidth 300 Mbps. * Simple Network Management Protocol (SNMP) support. * Built-in diagnostics. * Protection of files against deletion. * In-built firewall for the protection of data against unauthorized access. * Synchronized audio and video recording and playback. * Hard-disk temperature monitoring. * Mirroring capability for additional redundancy. * It must be with Reliability, Availability & Disaster Recovery. * Minimum 16 Channel Synchronous Playback. * User-Friendly Video Backup/Export. * Rackmount Chassis. * Storage capacity must be scalable in TB RAID Storage (scalable NAS could be considered), providing a minimum of 30 days of recording. * NVR Should support RAID 0/1/5/6. * NVR should come with video editing and managing software. * Third-party network cameras supported. * Up to 5 Megapixels resolution recording. * HDMI and VGA output at up to 1920×1080P resolution. * Standards connections HDMI, VGA, Ethernet Gig (2), USB. * Other: installation service is required, one device will be installed in UNHCR first building QAM1, and the second device will be installed in the second UNHCR building (replacing the current installed one “old one” ). | 4 | Unit |
| 4 | **POE Switches 24 ports**  Two 24 ports POE switches should be installed in the server room (one of them should be a Layer 3 managed switch) connecting all cameras, NVR and monitoring system.  Below are some required technical specs and features:   * Fully Managed Software Features. * IEEE 802.3ab, 802.3ae, 802.3x, 802.1q, 802.1d, 802.1v, 802.1x standards. * 10/100/1000Base RJ-45 port. * Power input 100 – 240. * POE Budget: minimum 500W. * Other: installation service is required. | 8 | Units |
| 5 | **Monitor Screen 42 inch**   * A monitoring system should be installed in the control room located on the ground floor. * The system should consist of 42” Monitor and a workstation * The monitor must be provided with a workstation and display a minimum of 16 Cameras without any jitters or delay in the live feed or recorded playback. * Monitor and Workstation should be from known brand like ( HP, Dell, LG,…etc). * Other: installation service is required. * All Accessories should be including in the offer ( cables, Additional graphic card,…etc). | 5 | Unit |
| 6 | **Cable – LAN**  A physically separated network should be installed for the surveillance network, as the following specs:   * Cat 6 UTP LAN cables are professionally terminated at Cat 6 UTP Patch Panel. * Cameras should be directly connected to POE Switch. * The network must be professionally labelled, documented and designed. * POE network switches power all Cameras. * The switches that are already available in the data network buildings will not be used for the surveillance system recordings. * All surveillance items (NVRs, Patch Panels, Switches, etc.) will be installed in the server room cabinet. * Other: installation service is required. | 2000 | Meter |
| 7 | **RJ45**   * Bidder must provide RJ45 for installation of required cameras and other connections for Surveillance System | 1000 | EA |
| 8 | **Tube for Cable**   * Bidder must provide tube fit to the cable**, WIDTH 4cm, Plastic** | 2000 | Meter |
| 9 | **HDMI Cables**  • Bidder must provide HDMI Cables and accessories as needed. (ex. Dongles). | 200 | Meter |

**Provision of installation Service for CCTV Systyem:**

* The bidders shall provide the installation service for additional cameras, NVR and other related accessories, with the following commitments:
* It is the contractor responsability to have all equipment compatible with the current UNHCR installed systems
* The contractor should arrange with UNHCR technical team and install the cameras and other required accecreories as per the shared plan by UNHCR.
* The Contractor shall provide routine preventive maintenance services and on-call services as requested by UNHCR including all necessary labor, replacement equipment, spare parts, accessories, shop materials, tools, instruments and equipment in order to maintain the CCTV system in good operating condition;
* The Contractor shall ensure to provide well-trained and experienced field technicians, who are free from all communicable diseases, in good general health and physically and mentally capable to carry-out the job;
* The Contractor shall ensure that the field technicians assigned to the task always brings his/her company ID and shall show/surrender his/her company ID when required by UNHCR’s security personnel;
* The Contractor shall provide emergency contact details to UNHCR which can be contacted at anytime when necessary;
* The Contractor shall maintain a Report for routine/on-call System Checks and any other information/events which need to be brought to the attention of the UNHCR Security Unit;
* The Contractor shall ensure that all logs of test results are made available for inspection by UNHCR security unit anytime;
* The Contractor shall maintain a Repair and Maintenance Record and shall provide a copy of these records when requested by UNHCR;
* The Contractor shall keep UNHCR updated on the status of the equipment or part of the system being repaired;
* The Contractor shall inform UNHCR of the type of repairs and spare parts to be replaced before conducting the repair and installing/purchasing the spare parts;
* The replaced spare parts shall remain the property of UNHCR and shall be surrendered to UNHCR;
* In no case, the Contractor shall conduct any repair or install replacement parts/equipment without prior approval from UNHCR;
* For on-site services, the Contractor shall ensure that the site is cleaned and free from any debris after conduct of repairs and/or maintenance;
* The Contractor shall be responsible against stolen or damaged UNHCR property that is attributable to its agent or employees’ negligence or failure to carry out his/her duties;
* The Contractor’s liability to UNHCR resulting from performance of repair and maintenance services shall be limited to restoring the CCTV system covered by this Terms of Reference to good operating condition.
* The Contractor is liable in cases of gross negligence and/or imprudence by the Contractor, its agents and employees;
* The Contractor shall maintain a list of suppliers for replacement equipment, parts, and accessories;
* The Contractor shall provide warranty for replaced equipment for at least twelve (12) months and at least six (6) months for labor upon installation of the equipment against manufacturing defects and workmanship;
* The Contractor shall issue an invoice together with necessary supporting documents within 14 days (Maxmimum) after the completion of the job.

**LOT A- 3- Supply, delivery and installation of Personal Computers:**

Bidder must provide PC devices with the below minimum specs:

• Processor: Intel Core i7 10th Gen 3.40GHz

• RAM: 32 DDR4

• SSD: 512 GB

• Windows Operating System: Windows 10 64bit

• GPU: PCIe 4.0 x16 8 GB, GDDR6, 256 bit 1500 MHz

Quanities : estimation is 5 pcs

**LOT (B)- Fire alarm system: (Maintence Service, Supply and delivery items and Installation service)**

Regular maintenance shall ensure that the fire alarm systems is operating optimally, in order to avoid the occurrence of any fire in the UNHCR buildings.

Therefore, these systems must be inspected, tested and maintained in accordance with the recommendations of the manufacturer and/or technical experts.

Therefore, these systems need periodic maintenance every (6) six months, with the replacement of parts that need to be replaced to ensure that the system continues to work perfectly. **Additionally one monthly** visit is required for quick check for the systems in three buidligns as Preventive maintenance services.

Noting that UNHCR may award the Frame Agreement(s) for an initial period of one year, which may be extended for two additional periods (1+1) (one-year extension and another one-year extension) subject to satisfactory vendor performance and market price review.

**Personnel qualifications:**

It is the contractor’s responsibility to ensure that only properly trained and competent persons perform inspections, testing and maintenance on the fire alarm system.

**Notifications:**

In order to avoid unnecessary occupant response and potential injury to emergency response personnel, it is very important that all the premises’ occupants be notified prior to any scheduled maintenance/testing of the fire alarm system.

**Regular Maintenance every six months:**

The entire system must be thoroughly inspected, tested, cleaned and maintained every six months by an approved servicing company, which includes the whole system and its component.

**Requirement**

**B-1- Maintenance Service for Fire Alarm System**

**B-2- Supply, Delivery and installation of Spare Parts**

The contractor shall provide maintenance service related to all fire alarm system regular maintenance every Six months, and replace the damaged parts, Supply and delivery items (spare parts) and installation service if need be.

**LOT (B -1): Maintence Service for Fire Alarm System**

The contractor should do regular testing and inspection every six months for the three buildings ensure continuous reliability of the fire alarm systems in the buildings of UNHCR. The false alarm management and Common Maintenance Problems and Troubleshooting as required, the contractor is responsible for providing and installing spare parts instead of any damaged part. The below table contain the spare parts required:

1. Checks to ensure the system is running normally, detect all signs of operating control boards, and ensure it works and checks operating control boards.
2. Inspect sensors (including smoke, heat and other sensors), and detect all alarm keys and make sure they are working.
3. Checks to ensure signal to monitoring station are functioning.
4. Check battery and voltage conditions.
5. Simulate fire and fault conditions on all zones.
6. Check that power supply, indicator, alarm outputs etc. are operating correctly.
7. Check and cleaning all sensors.
8. Check wiring and cable harnesses for wear, tear, or exposed wires.

**LOT (B -2): Supply, Delivery and installation of (Spare Parts for fire alarm System)**

The contractor will be responsible for replacing and installation the breakdown items as necessary, as the table below indicates.

It is the contractor resoponsablity to have all equipment compatible with the current UNHCR installed systems

|  |  |  |  |
| --- | --- | --- | --- |
| Fire alarm System Spare Parts | | | |
| Item no. | Minimum Acceptable Specifications | Qty | UoM |
| 1 | Heat Detectors: Rate of Rising and fixed heat detector, Rate of rising or fixed heat trigger at 57-67 °C, Coverage: not less than 50 M2, Lockable to the base to stop unauthorized removal. Remote LED output. Addressed with dip switches or handheld program, Conformity with the international standards Addressed with dip switches or handheld program. | 25  For ( Three buildings). | EA |
| 2 | ITEM #2: Smoke Detector: Lockable to base to stop unauthorized removal. Remote LED output. Addressed with dip switches or handheld program, Combined Smoke & Heat A1.Alarm condition: 0.09 dB/m to 0.11 dB/m, Coverage: 60-100 M2,Conformity with the international standards. | 170  For ( Three buildings). | EA |
| 3 | ITEM #3: Addressable control panel: Addressable Fire Alarm Control Panel (FACP) with 640 Character display.Option for zonal or common Alarm operation, Two loop addressable fire alarm panel, loop capacity 126 at least.Alarm verification.User, Addressable sounder output. Selectable language, Fault output: 28V repeat output to drive the relay. Operation temperature 0-50 °C, One-man test mode, Conformity with the international standards. | 4 | EA |
| 4 | Hooter/Sounder Horn: (Sounder Beacon): Alarm current: 18-43 mA, Flash color: white, Flash frequency: 0.5 Hz, sounder Type: B, Operating temperature: -10 °C to 50 °C,Sound output at 1m: 100 dB,Conformity with the international standards. | 22  For ( Three buildings). | EA |
| 5 | Manual call point: Waterproof, Positive activation that mimics the feel of breaking glass. Glass appearance maintains operator deterrence, Operating temperature: -20 °C- 65 °C, Simple key to reset operating element (no broken Glass), Visible warning flag confirm activation.Housing & Mounting box material: Polycarbonate, colour: Red, Conformity with the international standards. | 25  For ( Three buildings). | EA |
| 6 | ITEM #6: Cables: Made of 100% copper material.Copper diameter 1.5 mm2 or more.High-performance Fire-resistant Silicone rubber Type,Outer sheath: Thermoplastic material Type,Insulated with Fire resistant layer,Flame retardant,Conformity with the international standards,Operating Temperature: -40°C to +90°C. | 2500 | EA |

**LOT C- REFILLING & MAINTENANCE OF FIRE EXTINGUISHERS**

Upon UNHCR notification, the contractor will be required every six months (each basis to carry out the following refill and maintenance services for fire extinguishers), the final location is in the UNHCR offices in Qamishli.

Noting that UNHCR may award the Frame Agreement(s) for an initial period of one year, which may be extended for two additional periods (1+1) (one-year extension and another one-year extension) subject to satisfactory vendor performance and market price review.

The maintenance should include, but not be limited to, ensuring that:

* Each extinguisher is correctly located in the designated place.
* Each extinguisher is unobstructed, visible and its operating instructions;
* Each extinguisher has operating instructions which are clean and legible and face outwards.
* Each extinguisher has not been operated and is not damaged or has any missing parts.
* The reading of any pressure gauge or indicator fitted to an extinguisher is within operational and safety limits.
* The seals and tamper indicators of each extinguisher are not broken or missing
* Any damaged or missing part is replaced
* Any pressure gauge or indicator fitted to an extinguisher is overhauled if necessary.

The refilling/recharging service:

* Professionally and adequately recharging the fire extinguisher units with the relevant agent
* If an extinguisher has been used, the service should include emptying any remaining agent left in the unit and then refilling it.
* the contractor should insure all the fire extigushers are emptied before carrying the maintenance. UNHCR representative should attend the emptying process.
* The composition of Powder should consist of the below chemical composition:

1. Ammonium phosphate and Ammonium sulfate.
2. Magnesium aluminium silicate.
3. Potassium aluminium silicate.
4. Calcium carbonate. ​
5. Silica.
6. Appropriate polymer.

The below table indicates the estimated Quatitires required for fire extinguishers, however the quaniteis may vary subject to the need and budget avaiablitiy:

|  |  |
| --- | --- |
| **Fire EXTINGUISHERS** | **Estimation Qty** |
| Capacity 50 K/g Powder | 9 |
| Capacity 50 K/g Foam | 12 |
| Capacity 12 K/g Powder | 23 |
| Capacity 12 K/g CO2 | 8 |
| Capacity 12 K/g Foam | 3 |
| Auto FE-Capacity 6 K/g-Powder | 5 |
| Auto FE-Capacity 6 K/g-Foam | 7 |
| Capacity 6 K/g Powder | 64 |
| Capacity 6 K/g CO2 | 11 |
| Capacity 2 K/g | 14 |