Annex A: Terms of Reference

FOR ESTABLISHEMENT OF

A FRAME AGREEMENT FOR

LICENSING, DELIVERY AND INSTALLATION OF

VIDEO MANAGEMENT SYSTEM (VMS) FOR

UNHCR FIELD OFFICES

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1 Introduction

1.1 Background

Safety and security in the workplace are of utmost importance, no matter what type of UNHCR office it is. By making use of certain security features of the security video surveillance such as CCTV systems, the organization is improving not only the workplace itself, but also the comfort of the personnel, and thus the operations overall. This paradigm has been already recognized for the long time by UN Security Management System and therefore installation of CCTV systems become the requirement for UN premises located in the areas where threats to staff and operations' safety and security are of concern.

In order to have these systems working effectively there is a need to provide offices with the security surveillance video management systems (VMS) i.e. the right combination of video software and server hardware. These together with the properly chosen CCTV cameras (which are the subject of the separate tender) will create optimal CCTV systems for UNHCR offices.

Therefore, UNHCR invites qualified supplier and manufacturers to make a firm offer for the establishment of a Frame Agreement(s) for licensing, delivery and installations of the video management systems in several UNHCR field offices.

1.2 Statement of Purpose & Objectives

So far most of UNHCR offices were buying and installing CCTV systems with limited considerations for the technical requirements and optimizing the systems' performance. By having the frame agreement(s) for supplying and installing the certain software and properly chosen video management server(s) hardware UNHCR will establish the set of standards. They will be observed by security professionals in UNHCR field offices when an application of CCTV system is proposed. The catalogue of the "optimal" VMS products that may be provided by the vendor holding the frame agreement will make the procurement and installation process of required products faster and cost effective.

Therefore, the frame agreement should be established with a supplier and/or manufacturer who should provide an enterprise-class client/server based IP video security solution that ensures seamless management of digital video, audio and data across an IP network in two types of UNHCR offices: i) "small offices" with the requirement for installation of up to eight IP cameras with the optional enlargement capacity up to 16 IP cameras; ii) "other offices" with the requirement for installation of more than 8 cameras (in practice, up to 48 IP cameras installations);

1.3 Video Management System General Specification

A. The selected vendor will be expected to deliver and install fully functional and operational video management software and video servers/recorders hardware to the places of UNHCR field operations meeting entirely the requirements and minimum technical specifications described in this document.

B. The video management system should work with ONVIF compliant, PoE, 1080p HD CCTV cameras with frame frequency of at least 25 fps, H.264 compression video standards as the part of a total video security management system to provide full virtual matrix switching and control capability.

C. The video management software should consist of the following modules: a central server, recording services, configuration client, and operator clients. Video from other sites may be viewed from single or numerous workstations simultaneously at any time. Cameras, recorders, and viewing stations may be placed anywhere in the IP network.

D. The training on product operation and after sale maintenance of the software and hardware are requirement (as described in paragraphs 2.9 and 2.12 of this document) and should be provided

during the whole contractual period.

E. The software components of the VMS can be deployed together on a single PC for small system applications or on separate PCs and servers to meet systems requirements for one of the two sizes of UNHCR offices.

F. The central server and the Video Recording Manager shall run as services on Windows Server 2008R2 and Windows 10.

G. The Configuration Client software shall run as an application on Windows Server 2008R2 and Windows 10.

H. The Operator Client software shall run as an application on Windows 7 and Windows 10.

2 Requirements

2.1 Company Qualifications

A. A response to this RFP will signify that the bidder has direct authorization from the OEM to participate in the tender and an expertise and a minimum of 5 years of experience in distribution, installation, aftersales maintenance and repair of all system components at global scale.

B. The bidder should demonstrate the validity of its experience by providing a written evidence of having engaged in distribution, installation, general maintenance, and repair of similar software and hardware in places where UNHCR field operations are located. Previous and current frame agreements with United Nations Agencies, Funds and Programs will constitute an asset for the bidding company.

C. The detailed specification of the expected products is listed in paragraph 3. The bidding company should respond by describing the compliance of the proposed software and hardware with listed requirements and by mentioning the hardware technical specifications when required.

2.2 Contract duration, equipment and quantities

A. UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year, for supplying its operations globally. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

B. The average annual consumption is unknown but the overall quantity is estimated to: i) 100 units for the offices with the requirement for installation of up to eight CCTV cameras (with the option of further extension to up to 16 IP cameras) and 20 units for the offices with the requirement for installation of above 8 CCTV cameras (not more than 48 cameras). Please note that these 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 the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

C. UNHCR is part of the greater United Nations family and seeks coordination with the UN community in contracting active security equipment; the UNHCR reserves the right to modulate its expectation of the foreseen contract in accordance with the United Nations common strategy at any stage of the process. The UNHCR expects the awarded contract to be completely open to other United Nations agencies and partner NGOs recognized as such by the UNHCR.

D. A guaranteed and earmarked stockpile of equipment hold by the bidder will be considered as an asset in order to face potential emergencies requiring prompt delivery of security equipment.

2.3 Provision of instruction manuals, drawings, etc.

A. The selected vendor will be expected to develop and provide installation, operating and service manuals for all software and equipment comprised of the proposal. A high level manual describing the possible operational configurations of the equipment is expected and should include all the necessary drawings and diagrams to ease installation and operation of the equipment.

B. Two sets of printed manuals will be provided at the awarding contract signature for the UNHCR Headquarters Security Service use. Six sets of identical documentation will be provided to UNHCR Headquarters Security Service for deployment to all regional support offices of UNHCR. One set of manuals will be provided in each equipment package.

C. All manuals supplied shall be in the English language (manuals in all UN languages will be an

asset) and should also be supplied in an editable free of rights electronic format to allow the elaboration of specific UNHCR documentation and ease of search and reference.

D. The proposal should include sufficient drawings and specifications of the equipment so that a detailed technical evaluation of the proposal can be conducted.

2.4 Versions control and upgrade support

A. The selected vendor will provide a version control for the internal equipment software versions. Should software versions enhancing VMS capabilities be available during the contractual period the company will inform the designated UNHCR focal and provide the ability to retro-fit the latest software version by a field technician.

B. Should a specific cable / interface be required to complete these tasks eight units will be provided at the awarding contract signature for the UNHCR Headquarters Security Service and UNHCR regional support offices.

C. The selected vendor will provide, starting within the first quarter of the contractual arrangement and during the entire contracting period and for a transition period of three month after the end of the contract an extranet platform accessible to field engineers to download required technical manuals, software based maintenance support tools, programming software or internal software upgrade of the equipment.

2.5 AC power issues

A. In many locations where UNHCR operates, power fluctuations are a common issue for electrical and electronic devices and voltage and frequency variations often exceeds commonly accepted levels. The bidding company will detail how the equipment will be protected against these variations.

B. A fully automatic power supply solution from 90 to 250 VAC, 40 to 60 Hertz without rewiring, switching or adjustments will be an asset.

C. Equipment including a battery backup power or an UPS allowing large variations and protecting the equipment will be an asset.

2.6 Software and equipment accessories:

A. The bidding company vendor will provide a list of the most commonly procured accessories for the offered product (s) as an attachment of the technical offer.

B. The pricing component of these accessories will be attached to the financial offer.

2.7 Packaging and transport:

A. The packaging will be detailed in the technical specifications table.

B. The selected company shall be responsible for all issues pertaining to export licensing of their equipment therefore the shipping cost shall be shown as a separate line item on the financial proposal.

C. A certificate of country of origin will be provided with each shipment to ease goods import procedure. If available, the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product.

D. Due to the sensitivity of the equipment, the bidder will explain how his company intends to assist UNHCR in issues pertaining to import documentation and licensing of their equipment in countries of operation.

E. UNHCR requests deliveries FCA (Incoterms 2010) supplier's premises or DAP UNHCR Dubai warehouse (Incoterms 2010), therefore pricing for both options shall be given in the financial proposal.

F. In some cases, the contractor may be required to ship DAP (Incoterms 2010) to the UNHCR Headquarters in Geneva, or any other UNHCR operation.

G. The contractor shall mention in his proposal (Annex A.2) whether restrictions to the supply of its products and services to / from any Country apply.

2.8 Regulatory Information

The bidder will confirm his equipment meets and or exceeds:

- Airports TSA requirements for U.S.s, ECAC, STAC, AENA, CJIAC and DFT.
- Electrical Safety requirement for CE, FCC, CSA, IEC, ICNIRP and IEEE.

2.9 Quality Assurance, Warranty & Technical Support

A. The software and hardware contained in the proposal must be the state of the art, high quality products, field proven, tested and manufactured by an internationally renowned manufacturer, which has been in the business of design, manufacturing, and supply of similar products worldwide (especially in countries where UNHCR field operations are located) for not less than 5 years.

B. The UNHCR is requesting a minimum of two (2) year parts and labour warranty on the software and equipment. This applies to every component of the VMS. During the warranty period, the selected vendor shall replace or repair the faulty part at no cost to the UNHCR or its partners joining this contract.

C. Furthermore, the vendor will be expected to guarantee the availability of spare parts and technical support for the equipment for at least seven (7) years from the date of the sale of the equipment.

D. The selected vendor will be expected to provide a single point of contact for the UNHCR on all matters related to warranty and after sales support (preferably the Project Manager). Vendors are invited to offer extended warranty provisions as part of their proposal. Vendors should mention in their proposals how the after sales support and warranty and non-warranty repairs service will be provided.

2.10 Inspection:

Inspection and laboratory testing of goods might be applicable and if the case they will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. The supplier shall communicate the place of inspection. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier.

2.11 Vendor Registration & General Condition:

A. 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).

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

2.12 Training

A. In order to ensure operators and technical personnel become familiar with the proposed equipment, the bidder will include as part of the offer a document and computer based training

module. UNHCR will be granted rights to edit and re-format the content of the module to suit the training needs of our organization inclusive of transfer to our integrated E learning platform for unrestricted use by our security staff members.

B. In addition, the bidder will include onsite intensive training course of 2 days which will be hosted by UNHCR. This course will provide a solid foundation for CCTV technicians to complement on-the-job and computer based training. The finalized training schedule will be arranged, in consultation between the selected vendor and UNHCR, prior commissioning and installation of the first batch of VMS.

C. After this initial training, and during the first contractual year, UNHCR will arrange additional training of two days in its regions of operation with a maximum of 5 instances. Bidder will include in their offer a qualified trainer for the duration of these events hosted by UNHCR.

2.13 Other Options

A. The Bidder is welcome to make suggestions and/or provide alternative products, configurations, equipment, or solutions that may be considered as viable options to improve the installation of the proposed equipment. Installation services on site from different vendor will be considered as an asset.
B. Should the proposed VMS do not include built—in Intelligent Video Analysis (IVA) software, the Bidder is requested to include a compatible one in its offer, to be integrated with the proposed VMS. The requirements for IVAs functions are described in para 3, item 1. M, N, O and in item 7. A, B and C.

3 Evaluation

3.1 Technical Evaluation

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

	Requirements	Detailed Scoring Criteria	Weight	Grades (0-10)	Score
TECHNICAL ASPECTS **70%**	Compliance with functional requirements of VMS **(50%)**	Video Management System Architecture	10%		
		Video Recording Manager (VRM)	10%		
		Alarm Management Capability	4%		
		Logbook	1%		
		Pre-Programmed Camera sequences	1%		
		Virtual Inputs and IVA integration	10%		
		Configuration Client	4%		
		Operator Client	10%		
	Compliance with technical requirements of Central Server and Data Storage **(10%)**	Data Storage Capacity	7%		
		Central Server Architecture	3%		
	Company qualifications **(10%)**	Global market: providing the evidence of a minimum of 5 year experience in distribution, installation, aftersales maintenance and repair of all system components at the global scale.	5%		
		Field support: Providing the written evidence of having engaged in installation, aftersales maintenance, and repair of similar products in places where UN/UNHCR field operations are located.	5%		
GLOBAL GRADE ON THE TECHNICAL ASPECTS (/10)			70%		

4 Key Performance Indicators

4.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier. Therefore, during each installation of the CCTV systems (VMS and CCTV, IP cameras) the project focal point/CCTV application focal point (Field Safety Adviser or the office Security Focal Point) will check that all the functions specified in the operational requirements have been met by the installed system, a user manual has been supplied, a relevant training delivered to VMS users and technicians responsible for installation and maintenance of CCTV cameras and that the system has been set up correctly. In particular, a focal point will test:

- All cameras' field view and quality (Rotakin test) and how it is displayed on Operator Client(s) monitor(s);
- Live and recorded image quality
- Methods of accessing recorded video by the Operator Client software
- Storage time provided by the system
- Operation of the alarms and all functions performed by the Intelligent Video Analysis software

System will be commissioned if all of above requirements are successfully tested.

After the system has been installed and commissioned, the CCTV application focal point will record and export some sample video from all installed cameras that can be used as a reference of image quality and camera field of view for use during the future system maintenance operation. It will also serve in communication with the system provider should any changer or degradation occur in the system over the time.