

Annex A
Terms of Reference (TOR)
RFQ/UNHCR/JOR/2026/3620

Frame agreement for the maintenance, supply and installation, as required, of security surveillance, video recording, fire alarm systems and security equipment at Zaatari Camp.

Background

UNHCR Zaatari Camp operates a range of security and safety systems that require regular preventive and corrective maintenance to ensure their reliability and continuous operation. These systems primarily include **CCTV and video recording systems, fire alarm systems and sirens**, as well as **X-ray machines, walkthrough metal detectors, panic alarm systems, and other related security equipment**.

Regular inspection, preventive maintenance, fault diagnosis, repair, testing, and replacement of defective components and spare parts are required to keep these systems fully operational and minimize service interruptions.

UNHCR therefore intends to engage a qualified service provider to provide the required maintenance services, including the supply and installation of spare parts, as needed. The technical specifications, requirements, Scope of Work, and spare parts lists are provided in the relevant annexes.

1. Current CCTV system.

- **Zaatari Camp has two locations.**

- **Zaatari Service Area** has (2) connected monitoring one monitor in the security office in the service area (SA) and the other one on CCTV room on Base Camp, both monitors are 50-inch TV screens. CCTV cameras are currently linked to one of the NVRs using an IP-based connection, all cameras are connected using cables.

- **Zaatari Base Camp** has (2) connected monitoring one monitor in the security office BC and the other one in CCTV room on Base Camp, both monitors are 50-inch TV screens. CCTV cameras are currently linked to one of the NVRs using an IP-based connection, all cameras are connected using cables.

Annexes:

- **Annex B1: Spare Parts List – CCTV and Fire Alarm Systems.**
- **Annex B2: Spare Parts List – X-Ray Machines and Walkthrough Metal Detectors.**
- **Annex B3: CCTV Service Area Layout.**
- **Annex B4: CCTV Base Camp and Registration Area Layout.**

Profile of the Existing System in Zaatari Camp.

• Hardware equipment

- Zaatari service area: 28 x outdoor bullet IP cameras, 4 x Indoor Dome IR Camera 1x NVR5832-4KS2, 32Channel 2U 4K&H.265, 1x PFS4226-24GT-240 (24-Port PoE Gigabit Managed Switch), 1x PFS4218-16GT-190 (16-Port PoE Gigabit Managed Switch), 1x LED monitor 50"
- Zaatari Basecamp: 25 x outdoor bullet IP cameras, 4 indoor Dome IR camera, 1x NVR5832-4KS2 (Dahua NVR 32-CH), 1x PFS4218-16GT-190-16-Port PoE Gigabit Managed Switch, 11 TP Links - CPE510 and 2x LED monitor 50".

• Specifications of the existing cameras:

- Bullet cameras: HFW2431T-ZS, IP Camera 4MP IP, 60m.
- Dome cameras: HDBW2431R-VFS, 4MP WDR IR Camera

Below table shows the connection methods of the current cameras to the NVRs on the site.

Site	IR connection	CAT6A cable	Fiber connection
Service area	20	2000m	780m
Base Camp	24	2000m	

Below table shows number and type of the existing cameras.

Site	Bullet camera	Dome camera	Total
Service area	28	4	32
Base Camp	25	4	29
Total of the cameras			61

Management Software. There is existing software, type of management (monitoring) software used is Smart PSS 64 channels for each location.

2. Current Fire Alarm Systems.

- **Base camp** has a basic manual fire alarm system that consists of (4) bells, connected to (7) push buttons and distributed inside the base camp and connected with an air wire over the Base Camp Caravans and Shades.

- **Service Area** has a basic manual fire alarm system that consists of (3) bells, connected to (4) push buttons and distributed inside the service area and connected with an air wire over the Caravans and Shades.

1. Fire alarm in Base Camp - specifications:

Item	Description	Quantity
Alarm Sirens 	30W 30 Watt Dual-Tone Siren, 6 to 12 VDC, 1100 mA, 30 W, 120 dB Sound Pressure Level, 9" x 8" x 5.5",	4
Key Switch for Active Siren Power		7
Installation & Commissions (Wiring, Conduits)		L.S

2. Fire alarm in Service Area - specifications:

Item	Description	Quantity
Alarm Sirens 	30W 30 Watt Dual-Tone Siren, 6 to 12 VDC, 1100 mA, 30 W, 120 dB Sound Pressure Level, 9" x 8" x 5.5",	3
Key Switch for Active Siren Power		4
Installation & Commissions (Wiring, Conduits)		L.S

3. Current Xray Machine.

Item	Description	Quantity
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Xray Machine	Brand: VOTI Manufacturer: VOTI Inc Model No: XR3D-6Db. Serial number: 6Db-18015 MFG date: November 2017 Electrical rating: 240 VAC / 5A / 50hz	1
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4. Current Walkthrough machines.

Item	Description	Quantity
Walkthrough machines	Brand CEIA Model: HIPEPLUS/PZ (APSIM2PLUS) Serial number: 21706051013 & 21706051012 & 21806019163 Electrical rating: 30VDC /2A	3
	Brand: GARRETT Model: PD 6500 i Input: 100-240 V 45 W 50/60Hz	2

Scope of Work.

1. CCTV System Maintenance.

The Contractor shall provide preventive and corrective maintenance services for the CCTV system, including but not limited to the following:

- Perform scheduled preventive maintenance of all CCTV equipment.
- Inspect, test, and service all CCTV cameras, Network Video Recorders (NVRs), Digital Video Recorders (DVRs), monitors, switches, and associated equipment.
- Clean camera lenses, housings, and enclosures to ensure optimum image quality.
- Verify camera alignment, focus, recording quality, and overall functionality.
- Inspect and test network connectivity, fiber optic cables, UTP cables, power supplies, and communication equipment.
- Diagnose system faults and carry out the necessary repairs.
- Replace defective or damaged components, subject to UNHCR approval where applicable.

- Ensure all cameras, recording devices, storage systems, and associated equipment are fully operational.
- Update firmware and software where applicable and approved by UNHCR.
- Provide emergency corrective maintenance and technical support upon request.
- Submit a maintenance report after each preventive or corrective maintenance visit, including inspection findings, faults identified, corrective actions taken, replaced parts, and recommendations.

2. Fire Alarm System Maintenance.

The Contractor shall provide preventive and corrective maintenance services for the fire alarm system, including but not limited to the following:

- Perform scheduled preventive maintenance of the fire alarm system.
- Inspect, test, and service fire alarm switches and bells.
- Diagnose system faults and carry out the necessary repairs.
- Replace defective or damaged components, subject to UNHCR approval where applicable.
- Verify the proper operation and communication of all system components.
- Provide emergency corrective maintenance and technical support upon request.
- Submit a maintenance report after each preventive or corrective maintenance visit, including inspection findings, test results, faults identified, corrective actions taken, replaced parts, and recommendations.

3. Security Equipment.

Regular preventive maintenance for UNHCR Zaatari Camp (3 visits during the year) includes but not limited to the tasks below.

✓ Xray Machines preventive maintenance.

- **Inspection of Mechanical Parts:**

- Examination of moving components for signs of wear, misalignment, or unusual noise.
- Tightening or adjustment of any loose or improperly fastened parts.

- **Assessment of Electrical Connections:**

- Thorough inspection of wiring and connections to identify loose or frayed wires.
- Verification that all electrical components are properly grounded to prevent electrical hazards.
- Inspection if the cable connections of the equipment power supply are in good condition.

- **Verification of Software Updates:**
 - Check out the latest software updates provided by the manufacturer.
 - Installation of updates to ensure the machine operates with the latest features, security enhancements, and bug fixes.
- **Lubrication of Moving Parts:**
 - Application of appropriate lubricants to mechanical components to reduce friction and wear.
 - Adherence to manufacturer-recommended lubrication intervals and types.
- **Other check**
 - External Cleaning of Equipment
 - Clean-up of Photoelectric Sensor
 - Display Clean-up
 - Inspection of Conveyor belt
 - Inspection of Lead Curtain at Access: Check whether the lead curtains at the channel inlet and outlet which are used to prevent the X-ray leakage are in good condition; the door curtains should be free from the obvious gaps and obvious damage.
 - inspection of X-Ray and Power Indicator Light
 - Inspection of Emergency Stop Button
- ✓ **Walk through machines preventive maintenance.**
 - Measure the mains power source if within normal range.
 - Measure the power adaptor output voltage if correct.
 - Check the power adaptor cables for cuts and expose copper conductors.
 - Perform power cycle and Power on self-test if no fault indicated.
 - Clean the LCD display.
 - Check the LCD displays sharpness and brightness.
 - Check if alarm is audible enough to the security personnel's hearing reference.
 - Check sensitivity level per site requirement.
 - Perform paper clip/coin test.
 - Clean the alarm indicator LEDs.
 - Check if all alarm indicator LEDs are working.
 - Check if alarm indicator LED correctly response on the metal location or zone.
 - Check if the counter functions correctly.
 - Check if keypads are working.
 - Clean the detector machine's chassis.
 - Check the foot margin if completed and the equipment is in stable condition.

General instructions:

- The Contractor and its service technicians shall agree to abide by the safety and security requirements of the UNHCR. And must comply with UNHCR Rules and Regulations, directives, instructions and other existing rules and regulations of UNHCR while inside the premises/ facilities.
- The Contractor shall provide/equip all its service technicians with the tools during the contract without any additional cost to UNHCR.
- The Contractor shall see to it that the area is clean and in its original condition after the servicing has been made. Any damage/s caused by the Contractor's assigned technician shall be restored by the Contractor at no additional cost to UNHCR.
- All other items of work not specifically mentioned but are necessary to complete the work shall be provided by the contractor at no additional cost to UNHCR.
- Supplier is responsible to Keep (documentation) records of replaced parts, including their serial numbers, installation dates, and supplier information.
- Spare parts prices should include installation fees all inclusive.