

## ***Terms of Reference (ToR)***

### **1. Background**

The United Nations Campus in Bonn is home to 23 UN organizations, agencies, and convention secretariats, in their entirety referred to as UNBonn. Sharing the same buildings gives opportunity to also share certain facilities and support services while gaining efficiencies and saving costs. Besides the joint management of the premises, central ICT infrastructures, and central services such as safety and security, mail logistics, language services, system-wide surveys, and host country liaison, also the dedicated conference facilities are provided to the organizations on a common basis.

For its facilities, the United Nations Volunteers programme (UNV) on behalf of the UNBonn organizations seeks a service provider (hereinafter called the Offeror) for maintaining and supporting its security related systems on the UN Campus.

The intention is to conclude a Long-Term Agreement initially a two year contract renewable up to a maximum total of three years starting no later than 01 January 2021.

The two locations are **UN Campus** (Langer Eugen and Altes Abgeordnetenhochhaus), located at Platz der Vereinten Nationen 1, 53113 Bonn and **Haus Carstanjen** located at Martin-Luther-King-Str. 8, 53175 Bonn.

### **2. Scope of Services**

The contract entails the following four service areas:

- **preventive maintenance**
- **emergency repair**
- **Support Service**
- **installation of equipment and related technical services**

**The Preventive Maintenance Service** shall be performed once a year in order to ensure the continuous availability of the HI-SCAN Systems and metal detectors. The equipment under Annex I – which is divided between both locations “UN Campus” and “Haus Carstanjen” shall be serviced according to the activities outlined under item 2.1.

Furthermore, the Offeror shall be able to repair and replace faulty parts and components in line with pertinent industry standards.

**The Emergency Repair Service** is required to mitigate the day to day work and for events of failed components, as listed under Annex I. UNBonn cannot afford having part or all of its security systems out of service for an extended period of time. The Offeror is expected to provide an emergency standby service with a guaranteed six-hour on-site reaction time by which the troubleshooting of the technical problem must have been concluded and compensatory measures taken as necessary.

**Support Service** is required for large conferences where the technical setup is complex and/or where troubleshooting of a possible technical fault has to be immediate. Under normal circumstances, the Service is required one day prior to the conference for the technical check, during the entire period of

the conference for troubleshooting. Occasionally, the Offeror is expected to make available additional equipment to the UNBonn on a rental basis and at a competitive market price.

The Offeror shall enter a suitable Service Level Agreement (SLA) with the UNV as to setup the specific terms and conditions for the abovementioned services for which further details are provided under items 2.1 to 2.3.

**Installation of equipment and related technical services** are required in case of upgrades or necessary replacement of outdated equipment, as well as for purchase of new equipment that will need integration into the existing technical set up.

The services will include necessary configuration, installation works, as well documentation and warranty.

This service line primarily relates to the at present existing system components at the UN Campus. However, it might be in the case of technology innovation and in agreement with UNV also expanded to additional equipment.

## **2.1 Annual Preventive Maintenance Service**

The annual preventive maintenance shall be performed on special request and in agreement with the UN staff responsible for the operation and management of the conference equipment and shall include the following activities:

### **2.2.1 INSPECTION OF THE SYSTEM FUNCTIONS**

- Checking the remote switch-on and WAIT display
- Checking the band control function
- band forward, backwards
- Automatic belt return at belt start and test material in the system
- examination of the seamless image extension
- Checking the photocell triggering
- Check automated scaling adjustment
- Checking the radiation displays
- Testing of marking equipment
- examination of the zoom facility 2-, possibly 4-fold
- Testing the interlock system
- Lamp current monitoring test

### **2.2.2 CHECKING THE MONITOR ADJUSTMENT**

- Check the image format setting
- Checking the synchronization

### **2.2.3 TEST MEASUREMENT OF BELT MECHANICS**

- Checking the deflection and tension rollers
- Testing the belt motor
- Checking and lubricating the drive chain
- Checking the conveyor belt / roller conveyor for damage
- Checking the lateral deviation of the conveyor belt

- Check the infeed and outfeed roller conveyor, replace rollers if necessary

#### **2.2.4 INSPECTION OF LEAD HANGS**

- Check curtain strip for damage, replace if necessary

#### **2.2.5 CHECKING THE CONTROLS**

- Check the control panel buttons
- Checking the emergency stop function

#### **2.2.6 INSPECTION OF IMAGE QUALITY**

- Checking the grayscale playback
- Checking the resolution
- Check the detector diode error

#### **2.2.7 CLEANING**

- the fan filter
- the photocells
- the plant surface

#### **2.2.8 EXAMINATION OF THE X-RAY DENSITY**

- Measurement of the dose on the bag
- Measurement of the external dose
- Testing the lead shield

#### **2.2.9 EXAMINATION OF ELECTRONIC IMAGE PROCESSING**

- Testing the detector diodes
- Checking the line signal

#### **2.3.1. MAINTENANCE WORK**

- Checking the generator setting
- Checking the collimator setting
- Checking the line setting
- Check housing cover for damage
- Check of the photocell adjustment
- Testing the relay contacts-motor control
- Measurement of the X-ray tube current
- Measurement of supply voltages
- Check protective earth wiring
- Calibrating the device
- Generate diagnostic report

#### **2.3.2. CHECKING (CHANGING) THE FANS OF THE ELECTRONICS COMMUNITY**

- Check fan (running noise etc.)
- Replace fan as needed

#### **2.4. MEASUREMENT ACCORDING TO DGUV REGULATION 3, DIN VDE 0702-1**

- Periodic testing
- visual inspection
- Measuring the protective conductor resistance
- Measuring the insulation resistance
- Measuring the protective conductor current (protection class I), -containing current (protection class II)
- Examination of the inscriptions
- functional test
- Gluing on the E-Check sticker

All activities are to be performed in a thorough and efficient manner as to minimize the blocking of security areas under service.

Necessary repairs identified as part of the preventive maintenance shall to be treated as a separate order for which an offer is to be made. The cost for the repair will be dealt with outside the costs associated with the preventive maintenance. Hourly rates for the repair service shall be charged as per hourly prices offered in the price sheet (Financial Proposal).

All travel related expenses (e.g. transportation and lodging) must be included in the yearly maintenance fee. The Offeror is requested to provide the maintenance cost for each system separately.

New equipment will be automatically included in the maintenance contract Annex I will be updated accordingly on an annual basis.

#### **2.2 Emergency Repair Service**

The Offeror is expected to be on call for urgently required repair works following a breakdown of conference systems before or during a conference. The Offeror shall be available under a hotline number 24 hours/365 days a year, including weekends and public holidays as necessary. The contractor is expected to conclude the repair or take compensatory measures within four hours upon notification by the responsible UN staff.

#### **Working Hours**

Under normal circumstance, the service is required during working days between 08:00 and 18:00 hrs. On certain occasions, the service may be required after 18:00 hrs, on weekends and on a public holiday. The Offeror is expected to flexibly adjust to the changing needs and make the necessary resource arrangements.

The repair service to be performed by the contractor includes the following activities:

- Faulty components are to be directly fixed in a way that their faultless use is guaranteed.

- Where a direct repair of a component is not possible, compensatory measures shall be taken in order to guarantee the continuous use of the HI-SCAN Systems and metal detectors equipment.
- Listed components that are diagnosed with a fault and which cannot be directly fixed shall be shipped to the respective manufacturer for repair.
- Where a component needs to be shipped to the manufacturer for repair, the contractor is to provide a temporary replacement immediately.

If the dysfunctional component cannot be repaired and to ensure the functioning of the systems and the security continuation, items with value below 10.000 USD are to be replaced by the offeror.

Based on written request by UNV specifying the technical requirements of the equipment, the offeror shall submit technical specification and financial offer for provision and installation of the required item and services. This shall include at the minimum the following components.

- Full technical specification and model description
- Price quotation separated for equipment and services.
- Services need to entail, as applicable, all needed services including but not limited to installation, set up, training and warranty services and will be based on the rates as specified

All cost associated with the repair, replacement, shipping of components, call out fee, etc. are to be charged separately to the UN according to the prices offered under the price sheet (Financial proposal). For each repair activity, a cost estimate shall be provided by the Offeror in order to allow the UN to contract the repair works separately.

### 2.3 Support Service (Conferences and events)

The range of support activities include but are not limited to the preparation of technical and logistic setups for conferences, troubleshooting of malfunctions during conferences, dismantling of technical and logistic setups after conferences and/or events. The Offeror shall provide his operational support by assigning a graduate service technician) to the event, who is familiar with the specific security setups and available components on the UN Campus.

On request the Offeror shall provide additional technical and/or logistical capacity to comply with specific conference and event requirements.

Where required, the Offeror shall make available additional equipment on a rental basis at competitive market rates. A sample list of used components is outlined in Annex II.

All travel related expenses (e.g. transportation) must be included in the hourly or daily rates.

The Offeror is requested to offer an in relation to the rental time increasing deduction of the daily equipment rental fee to reflect the reduced efforts regarding the operation of the equipment for a rental period of more than one day. The scheme/applied formula to calculate the deductions should be provided in the price sheet (Financial proposal)

**Working Hours**

Under normal circumstance, the service is required during working days between 08:00 and 18:00 hrs. On certain occasions, the service may be required after 18:00 hrs, on weekends and on a public holiday. The Offeror is expected to flexibly adjust to the changing needs of the UN during a conference and make the necessary resource arrangements.

**Contracting Procedure**

At the request of the responsible UN staff, the Offeror is to submit a price quotation in line with the hourly and daily rates offered for each activity under Financial proposal.

Following the successful completion of the order, an invoice shall be written as outlined in this TOR. Where necessary, a purchase order may need to be amended to reflect any increased or decreased requirements and the related increase or decrease in cost.

**Reporting**

Matters concerning the status of the security related systems (HI-SCAN Systems and metal detectors) and possible problems arising from the provision of services to end users (UNBonn security personal) are to be reported to the responsible UN staff.

Where deemed appropriate, the Offeror is to interact directly with the end user with regard to practical issues that arise prior, during, and after a conference while keeping the responsible UN staff informed.

**2.4 Installation of equipment and related technical services**

This will be a fully managed service to ensure that all technical equipment at present used at the UN Campus in Bonn will be fully synchronized and integrated.

The service will mainly be comprised of, but not limited to the following:

**Scope of work**

- In case new installations, provision of the equipment as well as installation works shall be provided by the offeror who will then submit an offer for installation of equipment and related services to UNV.
- The offeror is still bound to submit an offer for and to deliver the installation of the equipment purchased through a 3rd party.
- The offeror shall submit a technical specification and financial offer to UNV for installation of the required item and services. This shall include at the minimum the following components:
  - Services need to entail, as applicable, all needed services including but not limited to installation, set up, training and warranty services and will be based on the rates as specified in the Financial Proposal.

- Any pre-installation requirements are to be stated clearly by the offeror and need to be verified jointly by the offeror and UNV.
  - Additional materials and items required for installation
  - A timebound project implementation plan.
- Any equipment, fitting, material, software or supplies which may not be specifically mentioned in the specifications but which are necessary for carrying out the contract works within the scope of the tender are to be provided for and rendered by the offeror. Such items not quoted by the offeror, if found necessary during execution of the contract, shall have to be supplied at no extra charge by the offeror.
  - The offeror shall ensure that migration from the current setup to new setup is done in such a way so that existing operation of conference technology and business continuity is minimally affected. The migration needs to be planned in a phased manner to achieve the minimal downtime and business continuity. The offeror may therefore undertake a survey of the existing setup during preparation of the offer.
  - Testing and user training, if required, shall be carried out on-site.

The offeror shall submit a project completion report once the installation is established, including full documentation, user manual, customized software code (if applicable), as well as maintenance plan and warranty provisions.

- The completion report shall be signed between UNV and the offeror after successful provision, installation and hand over of the HI-SCAN Systems and metal detectors equipment.