

United Nations Development Programme

**TERM OF REFERENCE (ToR)
FOR THE CCTV MAINTENANCE SERVICES FOR THE UN HOUSE**

GENERAL INFORMATION

Services/Work Description:	CCTV Maintenance Services for the UN House
Project/Program Title:	Common Security Services
Post Title:	N/A
Consultant Level:	N/A
Duty Station:	UNDP Gambia Country Office
Expected Places of Travel:	N/A
Duration:	2 Years
Expected Start Date:	Immediately after Concluding Contract Agreement

I. BACKGROUND / PROJECT DESCRIPTION

The Common Services provides function approach to ensuring that Agencies engage on joint business operations with the purpose of eliminating duplication, leveraging the common bargaining power of the UN and maximizing economies of scale. With the BOS 2.0 created as a response to a call for simplification and harmonization of the United Nations system, the provision of a common service CCTV Maintenance Services will be in support of a more effective programme delivery on the 2030 Agenda mandating all United Nations Country Teams (UNCTs) to ensure compliance with an improved BOS by 2021.

The Project critically responds to the BOS implementation in ensuring a common back office as well as cost savings for Agencies within the UN House.

The UNDP office in Cape Point, Bakau currently has 18 IP/CCTV cameras and a Network video recorder (PANASONIC) providing security and environmental surveillance within the building and outer perimeters of the building. The size of the premises is about 150 square meters and needs to be adequately covered on a 24/7/365 days a year basis.

The current IP/CCTV system has been in operation since 2017/2019 and now needs to be assessed and the necessary maintenance work carried out. The purpose of this TOR is to provide guidance and reference as to what work needs to be done, when and how

Purpose(s) of the surveillance

The surveillance is to ensure proper access control on the UN House premises. In this regard, the video surveillance should allow to detect intruders or intrusion attempts. It should also allow to a reasonable extend facial recognition and identification. It may be used to assist with investigations about intrusions, as well as any incident near UN premises.

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Potential threat or activity to be monitored and/or recorded.

The main threats would be intrusions, premises occupation, any criminal incidents involving UN premises, assets and occupants, as well as terrorism threats (hostile surveillance, etc.).

Determination of the zones or objects requiring surveillance.

Please contact UNDP for a sketch on the zones and objects that require surveillance to inform your proposal.

II. SCOPE OF THE WORK

- Determination of the number of cameras, and their locations, required to monitor the agreed zones and objects.
- Intended target(s) of the surveillance and the frame rate appropriate to the target's speed within the location under surveillance.
- Response required on detection of an event.
- Manner in which images will be viewed and recorded.
- How data will be exported from the system to permanent record.
- Individuals who will require access to the recorded data.
- Selection of cameras and equipment depending on the operating environmental conditions.
- Control center configuration including secure location of control equipment.
- Power supplies; the use of a mini UPS System should be considered in situations where there is no UPS in place.
- Functional and operating procedures.
- Maintenance and repair.
- Evaluation of existing lighting and consideration of new or additional illumination including the use of Infra-Red cameras or lamps.
- Image resolution required.
- Determination of the most appropriate transmission method to be utilized.
- Compression technique to be used in recording (where appropriate).

DELIVERABLES

1. **Conduct a site survey and make a thorough assessment** of the current state of the IP/CCTV system. An assessment report is to be provided on the status of the system and the its coverage adequacy given the size of the premises, offices, garages, movements, and current environmental changes which did not exist before which may be categorized under:
 - a. Risks
 - b. Contents
 - c. Building
 - d. Supervision levels
 2. **Monthly inspection and quarterly maintenance** of the existing system, the following tasks need to be carried out for all cameras and NVR: -
 - i. Battery checks
 - ii. Checks that signals are being received at the monitoring room and being recorded
 - iii. Established the retention duration of each recording, ideally should not be less than 6 months
 - iv. Tests that panic buttons are functioning
 - v. Loose wire checks
 - vi. Checks for damaged or worn parts that will need replacing
- b. Camera lens**
- i. Check the camera lens is focused and adjusted properly
 - ii. Check the camera view hasn't been knocked off path and you can see your property

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- perimeter clearly
- iii. Clean any dust or marks off the camera lens with a can of compressed air and wipe down the camera casing with a microfiber cloth
- iv. Check that the motion detection sensors are working if you have them
 - v. Use your controller to check that the camera’s functions, such as zoom, and pan are working correctly
 - vi. Trim back any foliage that may be obscuring the view
 - vii. Check that the cameras are securely attached to the wall
- c. Wiring**
 - i. Check wiring for any wear and tear or exposed wires
 - ii. Check for loose wires
 - iii. Check that you’re getting a clear transmission of sound and picture with no distortion
- d. Monitors and recording equipment**
 - i. Check that the monitors are showing a clear picture and that the brightness and contrast settings are correctly adjusted
 - ii. Check all of your switches and individual equipment are functioning fully
 - iii. Clean all monitors and equipment of dust and grime with a microfiber cloth and a weak cleaning solution
 - iv. Check cables leading from the equipment are in good condition and that there are no weak connections
 - v. Check that the correct time and date code stamp is set
- e. Produce a verification report and a checklist for works done on (2) above. Use the checklist template below and the completed checklists should be in the appendices.

CHECKLISTS
RECORD OF MAINTENANCE

CLIENT’S NAME AND ADDRESS: _____

MAINTENANCE DUE ON: _____

DATE MAINTENANCE CARRIED OUT: _____

MAINTENANCE CARRIED OUT BY: _____

I CERTIFY THAT I HAVE CARRIED OUT THE FOLLOWING MAINTENACE ON THE CCTV SYSTEM LOCATED AT _____ ON THE DATE ABOVE:

- System History since last maintenance visit checked
- Signs of deterioration or damage checked for, through visual inspection.
- Cameras, lenses, and housing checked and cleaned.
- Remote signaling equipment (where fitted) checked and tested.
- Recording and playback quality checked
- Lenses and pictures checked for correct field of view and adjusted (if necessary)
- All CCTV control equipment (e.g. monitors, multiplexers, DVR, etc.) checked.
- Transmission of images to remote center checked (where applicable)
- All test results logged and available for inspection
- CCTV system returned to operational status (date and time conveyed to client)
- Additional Comments (if required)

Signature of Maintenance Operative:

Date:

Signature of Client:

- f. If the inspection reveals **there are additional work**, besides regular maintenance such as new additions, replacement of devices and / or repairs, then a report and a request need to be written indicating such to facilitate the additional work.

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3. **Train the Local Security Assistant** (UNDSS) on the operation of the system and alert UNDSS of any operational changes to the systems. Produce Training report signed by UNDSS and service provider.

III. EXPECTED OUTPUTS AND DELIVERABLES

No.	Deliverables / Outputs	Estimated Duration Complete to	Review and Approvals Required
1	Site Survey and assessment report	June 30 2021	Local Security Assistant (UNDSS) or UNDP Common Services
2	Training of UNDSS and Training report signed by UNDSS and service provider	By end of Q2	Local Security Assistant (UNDSS) or UNDP Common Services
3	The deliverable maintenance of the CCTV should be carried out on a quarterly basis with monthly inspections to make sure that the system is running optimally	Quarterly and Adhoc Basis when necessary	Local Security Assistant (UNDSS) or UNDP Common Services

IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- a. UNDP, through its UNDSS Local Security Assistant, will manage and oversee the process. In the absence of UNDSS, UNDP Common Services or Procurement will manage and oversee the process. Contractor will submit quarterly reporting to **UNDP**.
- b. The UNDSS Local security Assistant will provide guidelines and assess the quality of service provided by the Contractor.

V. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC

- a. UNDP provide to the prospect IC: **Security Clearance to enter the UN House and Areas where the CCTV are located**

VI. DURATION OF THE WORK

- a. The duration of the consultancy is **2 years**.

VII. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

- a. **Qualifications:**
Service Provider shall have been operating the business and engaged in providing CCTV services for at least five (5) years. Has licensed technicians and maintains an up to date GPPA certificate
- b. **Competencies:**
The Contractor shall further warrant that it has complied with all the laws and regulations applicable to CCTV Maintenance operation and further warrant that cameras are operationalized in conformity with government regulations.
- c. **Language and other skills:**
 - Excellent knowledge of English
 - Capacity to communicate fluently and

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- Computer skills: Common internet applications will be required email correspondence

d. Compliance of the UN Core Values:

- Demonstrates integrity by modelling the UN's values and ethical standards
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified Firms is expected to submit both the Technical and Financial Proposals. Accordingly, Firms will be evaluated based on Cumulative Analysis as per the following scenario:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:
 - Technical Criteria weight is **70%**
 - Financial Criteria weight is **30%**

Criteria	Weight	Max. Point
Technical Competence (based on CV, Proposal and interview (if required))	70%	100
<ul style="list-style-type: none"> Understanding the Scope of Work (SoW); comprehensiveness of the methodology/approach; and organization & completeness of the proposal 		50*
<ul style="list-style-type: none"> Criteria b. Technical competence 		25**
<ul style="list-style-type: none"> Criteria c. Relevant Experience 		25**
Financial (Lower Offer/Offer*100)	30%	30
Total Score	Technical Score * 70% + Financial Score * 30%	

IX. PAYMENT MILESTONES AND AUTHORITY

The qualified firm shall receive his/her service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained	Percentage of Payment
Quarterly	Payment will be done subject to satisfactory completion of service and evidence of maintenance services carried (see checklist below) submitted with the invoice	HOP	100%

XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS

- The Firm shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of UNDP.

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This TOR is approved by:

Nana Chinbuah

30-Mar-2021

Signature:

Nana Chinbuah

Name and Designation:

DRR

Date of Signing:

26th March 2021