



United Nations Population Fund  
70A Nahda St., Saryat El- Maadi,  
Cairo. P.O. 11435 Egypt  
E mail: [egypt.tenders@unfpa.org](mailto:egypt.tenders@unfpa.org)  
Website: <http://www.unfpa.org>

Date: May 16<sup>th</sup>, 2023

**REQUEST FOR QUOTATION**  
**RFQ N° UNFPA/EGY/RFQ/23/007**  
**CCTV SYSTEM ANNUAL MAINTENANCE SERVICES**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**CCTV SYSTEM ANNUAL MAINTENANCE SERVICES**

UNFPA requires the provision of providing an annual maintenance service for the CCTV system available at UNFPA premises located at 70A Nahda St., intersection St. # 22, Sarayat Maadi, Cairo , Egypt

**I. About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

**II – Service Requirements/Terms of Reference (ToR)**

**Objectives and scope of the Services**

- Background information  
UNFPA is looking for a company to maintain the usage of the CCTV system to enhance security and safety. The system includes indoor & outdoor cameras, , network switches, network racks, network cables, recording devices, monitoring software, Mini PCs, TVs, and other related equipment. To ensure the system is functioning optimally and to avoid any interruptions, UNFPA is seeking to engage a qualified contractor to provide maintenance services for the CCTV system.
- Required Deliverables (*please review detailed required maintenance as per the TORS attached herein with as Annex II*)
  - *The main purpose for the required service:*
  - 1- Ensure the excellent function of the current CCTV system at UNFPA Premises through adhering to the requirement of the maintenance service contract that include but not limited to:
    - The contractor shall conduct monthly visits to the premises to maintain the UNV Model CCTV system.
    - Ensure NVR and Workstations functionality and repair any troubleshooting.
    - Replacing faulty cameras or parts with a warranty period for replaced cameras.



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- Periodical lenses clean as well as Field of View.
  - Ensure the proper internet Connectivity.
- 2- Immediately respond to any ad hoc maintenance requests (at least 4 ad hoc visits must be covered among the annual contract charges).
- 3- Visit report to be delivered to UNFPA within 3 working days after conducting the monthly/ad hoc visits.
- Activities:
    - Monthly maintenance reports for the CCTV system and a detailed report to be provided on the system status, including the date of visit, work performed, and any issues identified.
    - A detailed list of any parts replaced or upgraded during the maintenance visits.
    - Site visits to be conducted during office working hours from 9AM to 4PM from Sunday to Thursday. The Contractor shall coordinate with the security focal point to arrange for access to the site and shall be guided by the security focal point during the visit.
    - The Contractor shall provide advance notice to the security focal point of the planned visit and shall comply with all security procedures and protocols in place at the site.
  - Inputs
    - *32 Indoor Cameras ( please review detailed specification as per the TORS attached herein with as Annex II)*
    - *22 Outdoor Cameras ( please review detailed specification as per the TORS attached herein with as Annex II)*
    - *2 Network Video Recorder*
    - *3 CCTV Workstations*
- NB: Site inspection could be arranged for vendors to ensure providing the complete proper quotation ( please contact Eng. Shereif Gawish via email [Gawish@unfpa.org](mailto:Gawish@unfpa.org) to arrange for the visit.
- June 2023-June 2024 with the possibility of extending the contract up to three years based on the vendor's positive performance.

**II. Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Eng. Shereif Gawish</i>
Email address of contact person:	<i><a href="mailto:gawish@unfpa.org">gawish@unfpa.org</a></i>

The deadline for submission of questions is Tuesday May 23<sup>rd</sup> , 2023 at 14:00pm Cairo time. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

**III. Eligible Bidders**

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:



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- A bidder must be a legally-constituted company that can provide the requested services and have legal capacity to enter into a contract with UNFPA to perform in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).

#### IV. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- b) Price quotation in Egyptian Pounds or USD, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

#### V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than : [Tuesday May 30<sup>th</sup>, 2023 at 14:00pm Cairo Time]<sup>1</sup>.

Name of contact person at UNFPA:	<i>UNFPA Operation Unit</i>
Email address of contact person:	<i>Egypt.tenders@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/EGY/RFQ/23/007 – [CCTV MAINTENANCE SERVICES]** Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **10 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

#### VI. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

<sup>1</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>



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The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

#### **VII. Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-price with duration of one year with the possibility of extending the contract up to three years based on the vendor positive performance to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

#### **VIII. Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

#### **IX. Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the periodical maintenance service as specified in the contract.

#### **X. Fraud and Corruption**

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

#### **XI. Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

#### **XII. RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Ms. Frederika Meijer; Egypt CO Representative at [meijer@unfpa.org](mailto:meijer@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Supply Chain Management Unit at [procurement@unfpa.org](mailto:procurement@unfpa.org).

#### **XIII. Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



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### PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	<a href="#">Click here to enter a date.</a>
<b>Request for quotation N°:</b>	UNFPA/EGY/RFQ/23/007
<b>Currency of quotation:</b>	EGP/USD
<b>Validity of quotation:</b>	<i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description		Daily Rate	Days to be Committed	Total
<b>1. Professional Fees</b>					
	Charges For Periodical Visits				
	Charges For Extra Ad Hoc Visits				
<i>Total Professional Fees</i>					EGP/\$\$
<b>2. Out-of-Pocket expenses</b>					
	Spare parts; please specify				
	Replacement for out of service cameras				
	Others; please specify				
<i>Total Out of Pocket Expenses</i>					EGP/\$\$
<b>Total Contract Price</b> <i>(Professional Fees + Out of Pocket Expenses)</i>					EGP/\$\$

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/EGY/RFQ/23/007 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	<a href="#">Click here to enter a date.</a>	
Name and title	Date and place	



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**ANNEX I:  
General Conditions of Contracts:  
De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#),

<https://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20Services%20EN.pdf>



## **Annex II Terms of Reference TOR**

### **Annual Maintenance Service for CCTV System**

#### **1.0 BACKGROUND:**

UNFPA is looking for a company to maintain the usage of the CCTV system to enhance security and safety. The system includes cameras, network switches, network racks, network cables, recording devices, monitoring software, Mini PCs, TVs, and other related equipment. To ensure the system is functioning optimally and to avoid any interruptions, UNFPA is seeking to engage a qualified contractor to provide maintenance services for the CCTV system.

#### **2.0 OBJECTIVE:**

The objectives of the maintenance contract for the CCTV system are to ensure that the system is functioning properly, to promptly address any issues that arise, and to minimize downtime.

- Ensure the reliable and efficient operation of the CCTV System.
- Detect and resolve any malfunctions or issues in a timely manner.
- Conduct monthly visits to inspect and maintain the CCTV system.
- Upgrade and maintain the recording software.

#### **3.0 SCOPE AND EXTENT OF WORK**


The contractor shall provide the following services:

- Conduct a monthly visit to inspect the CCTV system to ensure that all cameras, video recorders, and related equipment are functioning properly.
- Provide four emergency site visits if needed during the contract period.
- Promptly address any issues that are identified during inspections or reported by the organization.
- Provide preventive maintenance services, such as cleaning and adjusting cameras and replacing worn or damaged parts with a warranty period for replaced cameras and spare parts.
- Cleaning lenses and Clearing Field of View. External cameras are subject to weather elements that can affect their operations and maintenance, including rain, dust, heat, and sand. Indoor cameras are also impacted by changes in temperature, or exposure to humidity. For all cameras, periodic maintenance (cleaning lens and clearing field of view) and testing is required.
- NVR and Workstations functionality. Periodic check on the functionality of the NVR and workstations. Troubleshooting and updating firmware and replacing any faulty hardware with a warranty period for replaced parts.
- Ensure that the CCTV is connected to the internet and be accessed remotely through a secure remote connection.
- The Contractor shall ensure that the network is secure and that access to the CCTV system and recordings are restricted to authorized UNFPA personnel only.
- The Contractor shall configure the network configuration to allow the security focal point to access the live CCTV and recordings remotely in a secure manner.
- The Contractor shall ensure that the CCTV recordings are stored for a period of one month and


can be accessed remotely.

- The Contractor shall provide a secure storage solution that meets the organization's requirements for data security and privacy.
- The Contractor shall ensure that the storage solution is reliable and that the recordings are not lost or corrupted.
- The Contractor shall provide regular backups of the recordings in case of any data loss or corruption.
- The Contractor shall ensure that the recordings are stored in compliance with any applicable laws and regulations. Coordinate with UNFPA security focal point to ensure that the CCTV system is operating in accordance with established security protocols.
- Provide technical support to the organization's staff as needed.
- Provide regular reports on the status of the CCTV system to the organization.
- Provide training to the organization's staff on the proper use and maintenance of the CCTV system.
- Provide any hardware required to update the system.
- Warranty one year period on the system software and any other hardware Installation if supplied by the vendor during the maintenance contract.

**Available CCTV Hardware (UNV Model):**

<u>Specifications</u>	<u>Number of cameras</u>
Indoor cameras 4 Mega pixel fixed dome network camera, dual stream full HD @30fps, Smart IR, up to 30 m IR distance 	32



Outdoor cameras	11
8 mega pixel fixed bullet network camera	7
8 mega pixel vari-focal IR bullet camera	4
	
Network Video Recorder (NVR)	2
CCTV Workstations	3

#### 4.0 DELIVERABLES

The contractor shall deliver the following items:

- Monthly maintenance reports for the CCTV system and a detailed report to be provided on the system status, including the date of visit, work performed, and any issues identified.
- Immediate respond to all ad hoc requests
- At least 4 emergency site visits/ad hoc requests to be covered among the annual contract charges .
- A detailed list of any parts replaced or upgraded during the maintenance visits.
- Site visits to be conducted during office working hours from 9AM to 4PM from Sunday to Thursday. The Contractor shall coordinate with the security focal point to arrange for access to the site and shall be guided by the security focal point during the visit.
- The Contractor shall provide advance notice to the security focal point of the planned visit and shall comply with all security procedures and protocols in place at the site.

#### 5.0 DURATION OF CONTRACT

The maintenance contract shall commence on the sign of the contract with the vendor and will end after one year from the signed date, with a duration of 12 months with the possibility of further extensions up to three years based on the positive vendor performance.

#### 6.0 CONFIDENTIALITY AND DATA PROTECTION

The contractor shall ensure the security and confidentiality of the CCTV recordings. The contractor shall not disclose any confidential information related to UNFPA or its operations to any third party without prior written consent.

#### 7.0 CONTRACT TERMINATION

UNFPA may terminate this contract with 30 days' written notice to the other party. Upon termination, the contractor shall provide a final maintenance report and deliver all relevant materials and data to UNFPA.



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## 8.0 QUALIFICATIONS

The Contractor shall have the following qualifications:

- Soled Experience; at least 3 years, in providing maintenance services for CCTV systems.
- Knowledge of the latest CCTV technology and equipment.
- Ability to provide prompt and effective technical support.
- Ability to work with the organization's security personnel to ensure that the CCTV system is operating in accordance with established security protocols.
- Well experienced team members with good communication and interpersonal skills
- Immediately respond to any ad hoc requests.

## 9.0 EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Experience and qualifications of the Contractor.
- Quality and comprehensiveness of the proposed maintenance plan.
- Cost-effectiveness of the proposed services.
- Compliance with the requirements of the RFQ.

## 10.0 SITE SURVEY

Site survey can be conducted during the office working hours from 9AM to 4PM from Sunday to Thursday, Where the contractor can be guided by the security focal point in any information needed.

### Site Location

UNFPA is in [70 A Nahda Street, intersection with St. # 22, Sarayat El Maadi](#), Cairo, Egypt.