



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

Date: May 18th, 2023

REQUEST FOR QUOTATION
RFQ N° UNFPA/EGY/RFQ/23/009
Access Control System & Magnetic Door Lock Maintenance

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

Access Control System & Magnetic Door Lock Maintenance

UNFPA requires the provision of providing an annual maintenance service for the Access Control System & Magnetic Door Lock 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 Egypt CO is looking for a company to maintain the usage of 17 access control devices of type "ZKTeco" and magnetic door locks to manage access to its premises. These devices are critical to ensure the security and safety of the organization's staff, visitors, and assets, also it provides attendance logs for office staff members through two PC terminals. The purpose of this terms of reference is to engage a qualified contractor to provide maintenance services for these devices.

● **Required Deliverables** (*please review detailed required maintenance as per the TORS attached herein with as Annex II*)

The contractor shall deliver the following items:

- Monthly maintenance reports for each of the 17 ZKTeco access control devices, including the date of visit, work performed, and any issues identified.
- A detailed list of any parts replaced or upgraded during the maintenance visits.
- A log of the access control events uploaded to Google cloud, including the date, time, user



- ID, and access point.
- Site visits can 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.
- **Activities:**
- Conduct monthly visits to inspect and maintain each of the 17 ZKTeco access control devices and door magnetic locks.
 - The contract to include two emergency site visits during the year when needed.
 - Test the devices to ensure they are functioning properly, including the card reader, keypad, door lock, and power supply.
 - Test the magnetic door locks installed on the doors and fix them if needed.
 - Clean the devices to remove dust, dirt, and debris.
 - Perform regular inspections of all hydraulic “door closers” and promptly address any issues that are identified.
 - Contractor shall be responsible for fixing and maintaining “door closers” throughout the duration of the maintenance contract. This includes repairing or replacing any faulty door closers and ensuring that all door closers are functioning properly, separate quotation to be provided whenever a spar part is needed.
 - Upgrade the firmware and software of the devices as needed.
 - Provide a detailed report of the maintenance work performed and any issues identified.
 - Upload the access control logs to Google cloud daily, using the provided API key and credentials.
 - Ensure the security and confidentiality of the access control logs during the upload process and storage in Google cloud.
 - Update and maintain the software required to administrate the access control system on the security adviser’s computer.
 - Maintain and upgrade the access control HR attendance software on the two HR focal point computers.
 - Provide maintenance to the patch panel “24 port CAT 5” type installed in the ICT server room and the network cables to ensure the termination of the 17 access control units with the patch panel are working properly.
 - Fix the installed flexible network cables in the two Elevators with distance of 85m per elevator, to the server room, preferable to change the network cables to wireless system.
 - Configuring and programing the access control units, as per UNFPA needs and requirements.
 - Training the staff on how to administrate and configure the system and install the required ZKT softwares if needed.
 - 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.

● **Inputs**

The 17 access control units within the premises are as follows:



Item	Model Description	No of units
1	ZKTeco Fingerprint Reader IN01-A	9
2	ZKTeco IP65 Outdoor Waterproof Fingerprint access control Terminal TF1700	4
3	ZKTeco for Elevators (F106)	2
4	ZKTeco Fingerprint Reader - (ZK TX628)	2

- 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 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>gawish@unfpa.org</i>

The deadline for submission of questions is Wednesday May 24th , 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:

- 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.



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- 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 : [Wednesday May 31st, 2023 at 14:00pm Cairo Time]¹.

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/23/009 – [Access Control System & Magnetic Door Lock Maintenance]**. 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).

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

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



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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. 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.

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

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/EGY/RFQ/23/009
Currency of quotation:	EGP/USD
Validity of quotation: <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
1. Professional Fees					
	Charges For Periodical Visits				
	Charges For Extra Ad Hoc Visits				
<i>Total Professional Fees</i>					EGP/\$\$
2. Out-of-Pocket expenses					
	Spare parts; please specify				
	Replacement for out of service devices				
	Others; please specify				
<i>Total Out of Pocket Expenses</i>					EGP/\$\$
Total Contract Price <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/23/009 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.

	Click here to enter a date.	
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

Access Control System & Magnetic Door Lock Maintenance

1.0 BACKGROUND & OBJECTIVES:

UNFPA Egypt CO is looking for a company to maintain the usage of 17 access control devices of type "ZKTeco" and magnetic door locks to manage access to its premises. These devices are critical to ensure the security and safety of the organization's staff, visitors, and assets, also it provides attendance logs for office staff members through two PC terminals. The purpose of this terms of reference is to engage a qualified contractor to provide maintenance services for these devices.

2.0 OBJECTIVE:

- Ensure the reliable and efficient operation of the ZKTeco access control devices and magnetic door locks.
- Detect and resolve any malfunctions or issues in a timely manner.
- Conduct monthly visits to inspect and maintain the devices.
- Upgrade the HR management software system that includes time and attendance tracking features.
- Set up the software system to track employee check-in and out times by having employees enter their check-in and out times into the system using (Access Card / Fingerprint).
- Upgrade and configure the current HR software system to automatically calculate employee working hours based on their check-in and out times. This can help ensure that attendance records are accurate, and that employee pay is calculated correctly.
- Generate daily/weekly/monthly attendance reports using the software system. These reports should include each employee's check-in and out times, as well as their total working hours for the given period.
- Use the attendance reports to monitor employee attendance and ensure that employees are meeting their required working hours. If any discrepancies or issues arise, to be sure to address them promptly with the employee.
- Ensure the access control logs are uploaded to Google cloud for record-keeping and analysis purposes.
- Obtaining a quick report of the number of personnel at the building in case of emergency.

3.0 SCOPE AND EXTENT OF WORK

The contractor shall provide the following services:

- Conduct monthly visits to inspect and maintain each of the 17 ZKTeco access control devices and door magnetic locks.
- The contract to include two emergency site visits during the year when needed.
- Test the devices to ensure they are functioning properly, including the card reader, keypad, door lock, and power supply.
- Test the magnetic door locks installed on the doors and fix them if needed.
- Clean the devices to remove dust, dirt, and debris.



- Perform regular inspections of all hydraulic “door closers” and promptly address any issues that are identified.
- Contractor shall be responsible for fixing and maintaining “door closers” throughout the duration of the maintenance contract. This includes repairing or replacing any faulty door closers and ensuring that all door closers are functioning properly, separate quotation to be provided whenever a spare part is needed.
- Upgrade the firmware and software of the devices as needed.
- Provide a detailed report of the maintenance work performed and any issues identified.
- Upload the access control logs to Google cloud daily, using the provided API key and credentials.
- Ensure the security and confidentiality of the access control logs during the upload process and storage in Google cloud.
- Update and maintain the software required to administrate the access control system on the security adviser’s computer.
- Maintain and upgrade the access control HR attendance software on the two HR focal point computers.
- Provide maintenance to the patch panel “24 port CAT 5” type installed in the ICT server room and the network cables to ensure the termination of the 17 access control units with the patch panel are working properly.
- Fix the installed flexible network cables in the two Elevators with distance of 85m per elevator, to the server room, preferable to change the network cables to wireless system.
- Configuring and programming the access control units, as per UNFPA needs and requirements.
- Training the staff on how to administrate and configure the system and install the required ZKT softwares if needed.
- 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.

The maintenance of the 17 access control units within the premises for the below models:

Item	Model Description	No of units
1	ZKTeco Fingerprint Reader IN01-A	9
2	ZKTeco IP65 Outdoor Waterproof Fingerprint access control Terminal TF1700	4
3	ZKTeco for Elevators (F106)	2
4	ZKTeco Fingerprint Reader - (ZK TX628)	2

4.0 DELIVERABLES

The contractor shall deliver the following items:

- Monthly maintenance reports for each of the 17 ZKTeco access control devices, including the date of visit, work performed, and any issues identified.
- A detailed list of any parts replaced or upgraded during the maintenance visits.
- A log of the access control events uploaded to Google cloud, including the date, time, user



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- ID, and access point.
- Site visits can 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 TIMELINE

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 extending the contract up to three years based on the vendor's positive performance. The contractor shall conduct monthly visits to the premises to maintain the ZKTeco access control devices and two emergency site visits.

6.0 CONFIDENTIALITY AND DATA PROTECTION

The contractor shall ensure the security and confidentiality of the access control logs during the upload process and storage in Google cloud. 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.

8.0 QUALIFICATIONS

The Contractor shall have the following qualifications:

- Experience in providing maintenance services for Access control systems & Door locks.
- Knowledge of the latest access control/attendance technology and equipment.
- Ability to provide prompt and effective technical support.
- Ability to work with the organization's security personnel to ensure that the system is operating in accordance with established security protocols.
- Good communication and interpersonal skills.

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



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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 and ICT personal in any information needed.

Site Location:-

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