Annex A- Terms of Reference (ToR)
Restoration, Repair and Upgrade of CCTV System at UNHCR Sub Office, Mbarara

The CCTV infrastructure at UNHCR Sub Office Mbarara was initially installed in 2020. Over time, several operational gaps have emerged within the system, including non-functional cameras, damaged cabling, power surges, and other technical issues that have compromised the overall performance of the surveillance setup. Some deficiencies were first identified during the initial phase of the project in 2021, and corrective measures were implemented at that time. However, recurrent faults and new technical challenges have since surfaced, highlighting the need for a comprehensive review and restoration of the entire CCTV system to ensure its full reliability and operational effectiveness.

UNHCR Sub Office Mbarara currently operates a CCTV network comprising 24 cameras, of which 12 are functional and 12 non-functional, based on the internal functionality assessment conducted. This assessment revealed several critical gaps affecting the stability and performance of the system, including:

Damaged or non-responsive cameras

Possible cable damage, water ingress, corrosion, and other power-related faults

Potential power surge damage to cameras and PoE switch ports

Environmental obstructions impeding visibility and coverage

Obsolete or insufficient power-backup components

Camera misalignment and the need for readjustment

Decommissioned surveillance points requiring reinstatement

The cumulative effect of these technical issues has significantly reduced the effectiveness of the CCTV system, necessitating a targeted intervention to restore full coverage, reliability, and alignment with the operational security needs of the Sub Office.

UNHCR intends to engage a well-qualified, experienced and reputable CCTV service provider to undertake comprehensive restoration, repairs, and upgrades to ensure a fully functional, reliable CCTV system that meets operational security requirements of UNHCR.

Objectives and Purpose

- Restore all non-functional CCTV cameras and ensure full system operationality.
- Assess and repair power, cabling, PoE switches, and underlying infrastructure.
- Replace damaged or obsolete components where required.
- Upgrade system elements necessary for improved reliability and resilience.
- Deliver a fully Provide a final fully functional CCTV surveillance system covering all designated areas.

Purpose in line with UNHCR -CCTV Operational requirements MUST conform to the following:

- To enable 24-hour monitoring of all the designated areas.
- To enable clear identification of all persons entering and exiting UNHCR premises.
- To enable clear identification and observation of all motorized vehicles entering and exiting UNHCR premises.
- To provide continuous recording of all cameras in the system.
- To allow real-time recording and viewing of all cameras to support detection, deterrence and denial of security threats

Scope of Work

Functional Testing & System Optimization

- Restore NVR communication.
- Confirm video feed and night-vision functionality.
- Reconfigure camera parameters.

Camera System Diagnostics and Restoration

- Diagnose issues on all 12 non-functional cameras, including the entire existing CCTV Infrastructure
- Repair defects caused by cable damage, water ingress, corrosion, or power surge.
- Perform realignment and optimization where required on the existing CCTV Infrastructure.

Cabling and Network Infrastructure Repairs

- Inspect all the existing cables for each camera and propose repair/replacement where necessary for any damaged signal cables: Replace damaged lines where communication between cameras & NVR is lost.

- Test all the POE interfaces on the switch connecting all the 24 cameras and repair damaged PoE switch ports, in situations where the switch ports functionality is beyond repairable propose a solution.

Power Infrastructure Review & Restoration

- Assess the power output to the CCTV System.
- Replace non-functional LED/Infrared modules and restore illumination capability.
- Provide recommendations and fixes for power surge protection and earthing.

Environmental & Structural Adjustments

- Trim tree branches obstructing camera visibility (as noted on multiple units) [
- Review and reposition cameras for optimal fields of view.

4. Key Expected Deliverables

- Diagnosis Report – detailed camera-by-camera fault analysis.
- Inception Report – outlining methodology, detailed work plan with timelines, and team composition.
- Solutions / corrective methodology proposed by the contractor should conform to the existing system with improved performance.
- The contractor shall prepare a detailed **Bill of Materials (BoQ)** listing all components, devices, cables, accessories, and replacement parts required to fully restore and optimize the CCTV system. All items included in the BoQ **MUST strictly conform to the latest Hikvision technology standards and general industry standards for CCTV systems.** The contractor is responsible for ensuring that: (This excludes Cameras – **The contractor shall not include cameras in the Bill of Quantities (BOQ), as these will be provided by UNHCR.**

I. All proposed equipment is fully compatible with the existing Hikvision ecosystem.
II. All materials meet current international quality, safety, and performance standards for CCTV infrastructure.
III. Any substituted or equivalent items are accompanied by technical datasheets demonstrating full compliance with Hikvision specifications **MUST** be provided.
IV. All components selected support system scalability, reliability, and long-term sustainability.

- Fully Restored CCTV System – 24 functional cameras.
- Final Completion Report including test results, diagrams, and recommendations.
- Warranty Statement – minimum 6–12 months on workmanship and replaced parts.

Site survey and pre-tender meeting

A site survey to familiarize with site details and project requirements is **Mandatory**. A pre-tender meeting shall be organized during site survey to clarify any issues related to the project. It is the role of the contractors' representative to capture optimum details to enable create a comprehensive BoM that meets project scope.

Contractor Qualifications

The contractor must demonstrate the following:

- Minimum 5 to 10 years' experience with CCTV installation and maintenance.
- The installation team should have proven expertise, qualification and experience in dealing with **CCTV SYSTEMS**
- Proven expertise in Hikvision camera systems specifically.
- Ability to manage power-related and surge-protection architectures related with CCTV Systems.
- Valid business registration and compliance with national regulations.
- Experience providing services to INGOs, UN agencies, or government security systems.

Functional Testing & System Optimization

- Ensure restored cameras communicate with the NVR.
- Confirm full video feed restoration and night-vision functionality.
- Reconfigure camera parameters for optimal resolution, frame-rate, and performance.

6. Duration of Assignment

The full works must be completed within 15 calendar days from contract signature, including final testing and reporting.

7. Evaluation Criteria

Proposals will be evaluated based on the following:

- Technical capacity and demonstrated expertise
- A detailed Layout of the CCTV System network with clear location of each camera.
- Proposed Technology to be used **(ONLY) relevant to HIKVISION -NVR & CAMERAS**, methodology and workplan.
- Compliance with required deliverables

- Cost-effectiveness and clarity of BoQ
- A detailed technical evaluation to determine the commercial and technical responsiveness of the eligible and compliant bids. This will be evaluated on a scoring matrix of points. Bidders who score at least 80% of total points shall be considered for financial evaluation.
- Warranty period
- Eligible Past performance and references

8. Responsibilities of UNHCR

UNHCR will:

- Provide access to all relevant installations and infrastructure.
- Share the CCTV assessment report and site maps.
- Facilitate coordination with security and technical staff.
- Approve deliverables at each stage.

9. Responsibilities of the Contractor

- Conduct all works safely and professionally.
- Supply all tools, equipment, and consumables.
- Ensure minimal disruption to office operations.
- Guarantee confidentiality and protection of security infrastructure data.

Project verification and close-out phase

Project verification will be done at the end of execution to ensure deliverables meet project plan. The verification shall include the following aspects:

1. Project activities are completed per the plan and standards.
2. Proper Labelling of installation is done including for underground cables and cable pathways to the Cameras
3. Detailed Network Diagrams for the CCTV System improved and certified by UNHCR technical teams - ICT/Security
4. Testing certificates, commissioning forms, and other documentation are properly completed.
5. Site cleaning and making good is completed.
6. Client Training is provided.
7. Work done complies with national and international safety standards.
8. Earthing of equipment is properly done to protect equipment and personnel.