



ANNEX: A - TERMS OF REFERENCE

REQUEST FOR PROPOSAL: No. RFP/RBSA/2021/SUP/0002

ADDRESSING PERSISTENT PROBLEM OF DAMAGE TO ICT EQUIPMENT IN UNHCR OFFICES OF THE SOUTHERN AFRICA REGION DUE TO LIGHTNING STRIKES

Background:

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

We work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war or disaster at home. We help to save lives and build better futures for millions forced from home.

Lightning strikes cause damage to lots of Information and Communications Technology (ICT) equipment every year in many of the UNHCR field offices scattered across the countries in the Southern Africa region. This problem is particularly prevalent in the Democratic Republic of Congo, in the Republic of Congo, and in Zambia. In the affected offices, some attempts have been made in the past to address this problem by applying different locally available solutions including the installation of lightning protection devices on communications towers and on the office buildings as well as providing electrical grounding for equipment. Nonetheless, the organization continues to lose office equipment to lightning strikes from year to year.

Objectives:

The UNHCR Regional Bureau for Southern Africa, based in Pretoria, is looking for a competent company to provide the following services:

1. A technical document detailing a recommended comprehensive technical solution to provide lightning protection for ICT equipment (including network switches, routers, desk phones, computers, VHF/ HF radio equipment) and which will act as a blueprint for use in UNHCR office locations in the region where the problem of damage to ICT equipment due to lightning strikes is prevalent.
2. A mission to implement the proposed solution in one of the UNHCR offices in the Democratic Republic of Congo by a technician from the company would be required. The technician carrying out the installation is also expected to provide training to UNHCR ICT staff of the DR Congo and other operations who will be at the location where the installation will take place so that they are able to replicate the same installation in other UNHCR offices in the country and across the region. In the event that travel to the DR Congo proves

difficult at the time, an alternative UNHCR office location for installation may be chosen in one of the countries neighbouring the DR Congo.

General descriptions:

The UNHCR Regional Bureau and the UNHCR operation in the DR Congo will provide the following:

- a) A labelled schematic diagram illustrating the typical setup of the physical ICT infrastructure in a UNHCR field office.
- b) Transportation within the DR Congo for the contracted technician that is to implement the proposed solution and carry out training for UNHCR technical staff. This will cover movement from Kinshasa, capital of the DR Congo, to the selected field office where the installation/ training will take place and back to Kinshasa.
- c) Purchase of all recommended materials for implementation of the solution at a selected field office location within the DR Congo in advance of the technician arriving. In the interest of minimizing airlifting of materials from South Africa to the DR Congo, all required materials that are locally available in the DR Congo in the required quantities and of the required quality will be purchased from the DR Congo.

The contractor shall provide the following:

- a) A comprehensive written technical solution with detailed bill of quantities to provide effective protection against damage from lightning for ICT and electrical equipment located in a typical UNHCR field in an area that is very prone to lightning strikes.
- b) Qualified technician to carry out an implementation of the proposed solution in an office of UNHCR in the Democratic Republic of Congo.
- c) Training for UNHCR technical staff in the DR Congo on the implementation of the proposed solution.

Scope and extent of work:

- Design a technical solution adapted to the ICT infrastructure setup in UNHCR field offices and able to effectively protect ICT equipment in the offices from damage resulting from lightning strikes.
- Clearly document the proposed technical solution detailing the specifications and quantities of the materials necessary to implement the solution, and instructions on how the installation should be carried out.
- Provide a technician to implement the solution in one of the UNHCR offices in the Democratic Republic of Congo.
- Provide training to UNHCR technical staff in single location in the DR Congo on how to properly implement the solution.
- Provide Post mission report detailing effectiveness of installation and adaptive solution if required

Deliverables

- A documented comprehensive solution to provide protection for ICT equipment in a typical UNHCR field office located in an area that is very prone to lightning strikes.

- An implementation of the proposed technical solution, done by qualified technical personnel from the contracted company, in a UNHCR field office in the DR Congo.
- Training provided to UNHCR ICT staff on how to implement the proposed solution.
- Post mission report detailing effectiveness of installation and adaptive solution if required

Supervision and performance evaluation:

The delivery of the services mentioned in these Terms of Reference will be supervised by the Senior IT Service Delivery Management Officer based at the UNHCR Regional Bureau in Pretoria, South Africa and will be supported by relevant colleagues in Hq and DRC office.

Additional information:

- The company to be selected will be expected to avail a technician or engineer to travel from South Africa to one of the UNHCR field office locations in the Democratic Republic of Congo to implement the proposed solution within a reasonable timeframe (ideally immediately following award of contract). For such travel, the company technician/ engineer is expected to have their own travel, health, and accident/ injury/ death insurance cover and arrange for passport/visa etc.
- The company will arrange for the transportation of their technician/ engineer from South Africa to the airport in Kinshasa, DR Congo, and from the airport in DR Congo back to South Africa. The technician/ engineer will have to arrange for their own accommodation while in the DR Congo.
- UNHCR will facilitate the travel of the technician/ engineer within the DR Congo. Travel for non-UN staff members in a UN vehicle, boat or a UN organized flight requires that the traveller signs a waiver exempting the UN from any claims of reparations in case of accidents/ injury or death occurring during such travel. This waiver is signed before embarking into the vehicle/ boat or plane.
- UNHCR remote field offices are usually housed in premises with less-than-ideal electrical wiring and electrical power provisions. The solution proposed for lightning protection should include recommendations on building electrical wiring considerations and surge protection necessary for comprehensive lightning protection for the entire premises housing a UNHCR office.

Qualification of service provider:

- Must be a legally registered Organization, Business, Company with requisite experience and background.
- A company of a stable financial position.
- Minimum 5 years of experience in the design and implementation of lightning protection systems for premises.

The proposal for offer of services must include the following:

- The company background/ profile
- CVs of key personnel in the firm or company
- A list of locations where similar services have been provided
- Valid registration certificate
- Tax compliance certificate

Application process:

All interested/ qualified enterprises/ companies are requested to submit a Proposal on or before 02/12/2021 at 4:00 PM strictly by e-mail to the address RSABIDS@unhcr.org .

Technical Evaluation Criteria:

The technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% of the total score, while 30% will be the financial score.

	TECHNICAL EVALUATION	Score
1	Valid registration certificate/incorporation certificate. Provided - 3 marks, Not provided-0.	3
2	Valid Tax Compliance Certificate. Provided - 2 marks, Not provided-0	2
3	A detailed proposal of a solution providing effective lightning protection for ICT equipment in an office premise:	
	Solution is fit for purpose – does the solution address the problem at hand?	10
	Solution clearly documented	5
	Applicability of the solution in a remote UNHCR field setting.	5
	Solution includes analysis of the shortcomings of current efforts used in UNHCR field offices to protect against lightning	5
	Inclusion of building electrical wiring recommendations and surge protection in support of good lighting protection measures	5
	Clear specification of the materials to be used for the solution, both in quality and quantities.	5
	Max points available: 35	
4	Ability to provide technical personnel to travel to the Democratic Republic of Congo and carry out implementation of the proposed solution in a single UNHCR field office location, plus train UNHCR technical staff to be able to replicate the same installation elsewhere. Provided – 20 marks, Not provided – 0	20
5	The applicant company should possess a minimum of 5 years of experience in the design and implementation of lightning protection solutions for building premises. The company shall attach relevant proof which may include previous/current contracts, purchase orders or any other documents which may be subject to confirmation. Each previous or current contract will earn the applicant 2 marks. A maximum of 5 separate contracts will suffice to earn the applicant maximum points.	10
	Total Score	70