

**Date: 30 January 2025**

## REQUEST FOR PROPOSAL (RFP)

# Implementation of CCTV Cameras and Centralized Monitoring System

**Proposal submission deadline: 13 February 2025**

Interested Companies/ agencies are requested to submit a technical and financial proposal through email at [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org)

There is a pre-bid meeting scheduled on **04 February 2025**, if you are interested to join, please communicate. The focal person for this assignment is Md. Mahfuzur Rahman ([mahfuzurrahman@wateraid.org](mailto:mahfuzurrahman@wateraid.org)) to answer queries.



**WaterAid**

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## SECTION 1: INFORMATION TO COMPANY/ AGENCY

- 1. Introduction**
- 1.1 The eligible company/ agency with the required qualifications and experience is invited to submit a proposal.
  - 1.2 Costs for preparing the proposal and attending the pre-bid and/or negotiation meeting are non-reimbursable.
  - 1.3 Interested companies/ agency is expected to follow the highest ethical standards in their participation in the bidding process and refrain from influencing the internal selection process of WaterAid Bangladesh.
  - 1.4 Any attempt of undue influence on the evaluation and selection process will lead to the cancellation of the proposal from the subsequent process.
  - 1.5 Any misrepresentation of facts, including those in a professional /institutional capacity, will also lead to the proposal's cancellation.
  - 1.6 WaterAid Bangladesh reserves the right to amend and modify this RFP document. Also, to select the company/ agency for providing selected goods and services cited in section 2 (article 5) as deliverables of this RFP, either for the entire content of the proposal or a part thereof.
- 2. Clarification and amendment of RFP documents**
- 2.1 At any time before the receipt of proposals, WaterAid Bangladesh may for any reason, whether at its own initiative or in response to a clarification requested by an invited consultant/ consulting/ research firm(s), amend the RFP. Any amendment shall be issued in writing and shall be posted and will be binding. WaterAid Bangladesh may at its discretion extend the deadline for the submission of proposals.
- 3. Preparation of proposal**
- Technical proposal*
- 3.1 Interested companies/ agency is requested to submit their proposal written in English (font-Arial, size-11). Proposals must remain valid for a minimum of 90 days after the submission date.
  - 3.2 The technical proposal from the interested company/ agency must give particular attention to the following:
    - A brief summary.
    - Detailed work plan
    - Agency/ company profile with an outline of recent experience on assignments similar to the nature of this RFP.
- Financial proposal*
- 3.3 The financial proposal from the interested company/ agency is expected to take into account the requirements for accomplishing the deliverables specified in section 2 (Article 5), and the conditions outlined in the RFP documents.

- 3.4 Provide a justified financial proposal consistent with the technical proposal which mentions item item-wise summary of the cost for the assignment with a detailed breakdown, of the taxes, VAT, duties, fees, levies, and other charges to be included under the applicable law. Copy of the VAT registration certificate including BIN, TIN certificate, proof of return submission and bank account details should be attached to the financial proposal.
- 3.5 WaterAid Bangladesh will deduct VAT and Income Tax at source according to the GoB rules and deposit the said amount to the government treasury.

#### 4. Submission of proposals

- 4.1 The technical and financial proposals should be submitted electronically to the following email address [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org) with '**Implementation of CCTV Cameras and Centralized Monitoring System**' as the subject.
- 4.2 Proposals submitted to any other e-mail account except the above will be treated as disqualified.
- 4.3 Submissions after the **deadline of 13 February 2025** will be treated as disqualified.
- 4.4 Two different files (PDF) should be generated for technical and financial proposals, and both files should be submitted into one zip folder. Please name the zip folder in the name of your agency.
- 4.5 The technical proposal should not exceed 10 pages, excluding company/ agency profiles.

#### 5. Proposal evaluation

- 5.1 The evaluation committee will evaluate the proposals based on their responsiveness to TOR and apply the evaluation criteria and point system specified herein. Each responsive proposal will be given a score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the TOR.
- 5.2 The final selection will be done following Quality and Cost Based Selection (QCBS). This will be done by applying a weight of 0.30 (or 30 percent) and 0.70 (or 70 percent) respectively to the company expertise on CCTV implementation and financial score of each evaluated proposal and then computing the relevant combined total score for each software firm.
  - Company Expertise: 30
    - Company profile and expertise: 15
    - Relevant work experience: 15
  - Financial proposal with a detailed breakdown: 70
- 5.3 The evaluation committee will determine whether the proposals are complete or not. The committee may invalidate any proposal if it is determined that significant budgetary mistakes or omissions undermine the integrity of the proposal.

- 6. Pre-bid meeting** 6.1 There will a hybrid pre-bid meeting on **04 February 2025 at 3PM** to discuss the assignment in detail and answer related queries, if you are interested to join, please communicate.
- 7. Presentation and negotiation** 7.1 Once the proposals are evaluated, WaterAid will request shortlisted bidders with valid and complete proposals for a presentation within a week.
- 7.2 WaterAid may enter into negotiation with one or more bidders before final selection. If negotiations fail, WaterAid Bangladesh will then invite those bidders whose proposals received the next highest score. If none of the invited proposals led to an agreement, a new RFP will be called upon.
- 7.3 The presentation and negotiations may include a discussion on the proposed methodology, workplan, staffing, costing, or any suggestions made by the bid participating bidders to improve the terms of reference.
- 7.4 WaterAid Bangladesh and the contracted company/ supplier may revise the TOR which should be incorporated final contract document.
- 8. Awarding of contract** 8.1 Selected company/ supplier is expected to sign the final contract document within a week of communication of selection and commence the assignment within a week.
- 9. Penalty clause** 9.1 The selected company/ supplier is expected to deliver the required outputs within the stipulated timeframe maintaining the quality. If for any reason, the selected company/ supplier fails to deliver the required deliverables within the stipulated time, the selected company/ Supplier needs to inform WaterAid in time with a valid and acceptable explanation in writing. Failing to do this may evoke a penalty clause at the rate of 0.5% for each day of delay.
- 10. Confidentiality** 10.1 Information relating to the evaluation of proposals and recommendations concerning awards will not be disclosed to the company/ supplier that submitted the proposals or to other persons not officially concerned with the process until the winner has been notified of the award of the contract.
- 11. Focal person** 11.1 Mr Md. Mahfuzur Rahman  
IT Specialist.  
WaterAid Bangladesh  
Can be reached directly at: [mahfuzurrahman@wateraid.org](mailto:mahfuzurrahman@wateraid.org)

## SECTION 2: TERMS OF REFERENCE

### 1. Introduction

WaterAid is an international not-for-profit organisation, determined to make clean water, decent toilets, and good hygiene normal for everyone, everywhere. Clean water, decent toilets and good hygiene are basic human rights. They should be a normal part of daily life for everyone, everywhere – but they aren't. That's why we're here.

Since 2013, WaterAid Bangladesh has been working with city corporations and local authorities to improve the quality of services of public toilet and ensuring human dignity and public health regarding sanitation through improvement and management of these facilities. WaterAid Bangladesh signed memorandum of understandings (MoU) with Dhaka, Chattogram, Rajshahi, Sylhet City Corporations and Khulna Development Authority. Under this initiative, a total of 42 toilets have renovated and constructed in urban hubs like bus terminals, refueling station, roadsides, recreational places and office premises of major public gathering places. The toilets were designed and constructed in an inclusive manner considering women (separate chambers equipped with menstrual hygiene facilities, breast feeding & childcare corner) and persons with disabilities. In addition to that, most of them are equipped with bathing facility, safe drinking water point, and CCTV for security. The objective is not only to provide urban citizens and visitors with a much-needed amenity, but also to change their usual perceptions about public toilets and how to use them. Currently WaterAid is operating 35 Public toilets (Dhaka – 24, Chattogram – 8, Rajshahi – 2, Rangpur – 1) with support from partner organisations.

WaterAid Bangladesh wants to enhance security and improve maintenance monitoring at 30 public toilet locations across Bangladesh. This will be achieved through the installation of a comprehensive CCTV surveillance system. This TOR outlines the requirements for a supplier to provide, install, and maintain the necessary hardware, software, and services for this project.

### 2. Objective

- Enhance security and deter vandalism/illegal activities at public toilet locations.
- Provide real-time monitoring of facilities to improve maintenance and cleaning efficiency.
- Gather evidence in case of incidents or accidents.
- Ensure compliance with relevant data privacy regulations.

### 3. Scope of Work

#### 3.1 CCTV Camera Installation:

- Supply and install 70 high-resolution (The number may vary) IP cameras with night vision capabilities.
- Install cameras in strategic locations inside and around the 35 public toilets to ensure optimal coverage while respecting privacy regulations.

#### 3.2 Centralized Monitoring System:

- Establish a centralized monitoring system that allows real-time monitoring and management of all cameras. Need to install monitor at 5 locations. Number of monitor may vary as per requirement.
- Implement software for live video feeds, playback, and system health checks.
- Provide user access controls and role-based permissions.

### **3.3 Storage Solutions:**

- Supply and configure a Storage Area Network (SAN) device capable of storing 30 days of footage for all cameras at 1080p resolution with a retention policy.
- Ensure the SAN device is scalable for future expansion and supports data redundancy and backup.

### **3.4 Network Infrastructure:**

- Design and deploy a secure and reliable network infrastructure connecting all 35 locations to the centralized monitoring system.
- Implement necessary switches, routers, and network cables with a backup connection plan for uninterrupted service.
- Ensure network security through firewalls and VPNs.

### **3.5 Power Backup:**

- Supply and install UPS units for uninterrupted power supply to cameras and networking equipment.
- Ensure adequate power backup for a minimum of 2 hours at each location.

### **3.6 Compliance:**

- Ensure all installations comply with local laws and regulations regarding public surveillance and privacy.
- Provide signage indicating CCTV monitoring at all locations.

### **3.7 Training and Support:**

- Provide training for staff on operating the monitoring system and accessing footage.
- Offer 24/7 technical support and a 1-year warranty on all supplied equipment.

### **3.8 Documentation:**

- Provide detailed documentation, including installation plans, equipment manuals, and user guides.
- Deliver a project completion report with as-built diagrams.

## **4. Technical Requirements.**

### **4.1 CCTV Cameras (Maximum 70 Units):**

- Outdoor-rated, weatherproof (IP66 or higher).
- High-resolution (minimum 1080p/2MP).
- Infrared (IR) night vision capabilities.
- Vandal-resistant housing.
- Wide Dynamic Range (WDR) for varying lighting conditions.
- Power over Ethernet (PoE) support preferred.

### **4.2 Network Video Recorders (NVRs):**

- Sufficient channels to support the number of cameras at each location.
- H.264/H.265 compression support.
- Remote access and viewing capabilities.
- Motion detection and alarm features.

### **4.3 Network Infrastructure:**

- Network switches (PoE preferred).
- Cabling (CAT5e/CAT6).
- Network connectivity to the central monitoring location (specify requirements – e.g., dedicated internet connection).

### **4.4 Storage Area Network (SAN):**

- Sufficient storage capacity to retain one month of continuous recording from all 70 cameras at the specified resolution and frame rate. (Supplier

to calculate and specify required capacity based on provided camera specifications and recording parameters – e.g., 24/7 recording at 15fps).

- Redundant storage configuration (e.g., RAID).
- High-speed data transfer capabilities.

#### 4.5 Central Monitoring System:

- Software for viewing, managing, and recording video feeds from all cameras.
- User-friendly interface.
- Multi-user access with different permission levels.
- Alarm management and notification features.
- Secure access and user authentication.

#### 4.6 Power Backup:

UPS systems for NVRs and network equipment at each location to ensure continuous operation during power outages.

### 5. Deliverables

The key deliverables of the system include:

- Fully operational CCTV system with centralized monitoring.
- Configured SAN device with 30-day storage capability.
- Completed network infrastructure with redundancy measures.
- Training sessions and user manuals for staff.
- Comprehensive project documentation and compliance reports.

### 6. Evaluation

Proposals will be evaluated based on the following criteria:

- Technical compliance with the TOR.
- Experience and expertise of the supplier.
- Pricing and value for money.
- Proposed maintenance and support services.
- Delivery timeline.

### 7. Duration & Timeline

The assignment to be accomplished **within 60 working days** after signing the agreement unless there are valid reasons for extension and approved by the authority.

### 8. Submission of Proposal

The eligible agency/consultants are requested to submit PDF version of their Technical and Financial proposal separately to WaterAid Bangladesh considering the following

<b><i>Proposal to be Submit to</i></b>	<a href="mailto:WaterAid-Tender-TA@wateraid.org">WaterAid-Tender-TA@wateraid.org</a>
<b><i>Proposal Submission Deadline</i></b>	<b>13 February 2025</b>
<b><i>Relevant Document</i></b>	<b>Profile, TL, TIN, BIN, Tax return slip</b>

The financial proposal must include the following documents: a copy of the Trade License, BIN Certificate, TIN Certificate, Acknowledgement Slip of the most recent Tax Return Submission, and an IT Enable Certificate, among others. The consultant/agency should clearly specify the validity period of their financial proposal. All applicable VAT, taxes, and levies should be incorporated into the proposal. WaterAid Bangladesh reserves the right to add or remove items/tasks, with the budget adjusted accordingly. Additionally, WaterAid Bangladesh holds the right to accept or reject any proposal without providing



verbal or written justification.

## 9. Mode of payment

Payment will be made in 2 instalments through BFTN/Account Payee Cheque to the Developer Company up on submission of invoice. In case of any changes in the deliverables, payment will be made at actual based on the type and quantity of content delivered. All invoice to be submit to WaterAid Bangladesh and certified by the respective personnel.

Instalments	Time	Percentage
1 <sup>st</sup> after completing the procurement of devices	Within 1 month after signing the contract	30%
2 <sup>nd</sup> after installation completed in all locations	Within 2 months after signing the contract	70%

## 10. Competencies

A competent CCTV vendor for this project should have:

- **Strong technical skills:** Expertise in CCTV system design, networking, storage (especially SAN), hardware/software, and troubleshooting.
- **Project management experience:** Ability to plan, execute, coordinate, and document projects effectively.
- **Proven track record:** Demonstrated experience in similar CCTV installations with positive client references.
- **Industry knowledge:** Understanding of security best practices, data privacy, and relevant certifications.
- **Reliable support:** Commitment to training, maintenance, and ongoing technical assistance.

## 11. Contact person.

Mr Md Mahfuzur Rahman from WaterAid Bangladesh will be available to answer any queries or clarifications you might have regarding this ToR at [mahfuzurrahman@wateraid.org](mailto:mahfuzurrahman@wateraid.org) ; questions will be entertained only till close of business **12 February 2025**.