

Terms of Reference (TOR)

Establishment of Central CCTV Surveillance Centre

Nepal Federation of Savings and Credit Cooperative Unions Ltd. (NEFSCUN)

1. Background

Nepal Federation of Savings and Credit Cooperative Unions Ltd. (NEFSCUN) is the apex body of the Savings and Credit Cooperative Movement in Nepal. To enhance security, monitoring, and compliance across its Head Office premises and associated facilities, NEFSCUN seeks to establish a Central CCTV Surveillance Centre at its Head Office. The system shall ensure 24/7 monitoring, recording, and incident response in line with institutional security and regulatory requirements.

2. Objectives

- To establish a Centralized CCTV Surveillance System at NEFSCUN Head Office.
 - To enhance security, safety, and monitoring capacity of office premises, assets, and visitors.
 - To provide a reliable video evidence system for compliance, investigation, and reporting.
 - To ensure data storage, retrieval, and backup mechanisms in compliance with organizational and legal standards.
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3. Scope of Work

The selected vendor/service provider shall design and install a centralized CCTV and recording system connecting the **Head Office and 29 branches**, ensure secure video transmission, provide storage for at least 90 days, set up monitoring at the Head Office.

1. Survey & Design

- Conduct site survey of NEFSCUN Head Office.
- Prepare system design and layout (camera locations, cabling plan, server room setup, monitoring centre).

2. Supply & Installation

- Supply and install IP-based CCTV cameras (indoor/outdoor, fixed/PTZ, night vision, motion detection).
- Setup centralized recording solution (NVR, server storage, or hybrid).
- Configure network infrastructure to support CCTV System.
- Establish central monitoring station with large display screens, workstations, UPS, and ergonomically designed control room.

3. Integration & Features

- Remote access via secure login.
- User-based access control & activity logs.
- Support for basic video analytics (motion detection, intrusion alerts).
- Integration with fire alarm and access control systems (future-ready).

4. Data Storage & Backup

- On-premises storage with minimum 90 days retention capacity.
- RAID-enabled NVR/Server solution.
- Cloud backup (if feasible/required).

5. Training & Handover

- Provide training to NEFSCUN designated staff.
- Provide operation manuals, warranty certificates, and technical documents.

6. After-sales Support

- Comprehensive Annual Maintenance Contract (AMC).
- 24/7 technical support & on-call maintenance.
- Regular system updates and security patches.

4. Technical Specifications (Indicative)

• Cameras:

- Type: IP-based, minimum 4MP resolution.
- Outdoor: Weatherproof (IP66/IP67), IR night vision (≥50m range).
- Indoor: Dome/Bullet cameras with wide-angle view.
- PTZ Cameras for sensitive/high-traffic zones.

• Recording System (NVR/Server):

- Centralized recording via NVR/Server/Hybrid.
- Minimum 64 channels supported.
- Storage as calculated and proposed by vendor (expandable).
- RAID 5/6 enabled redundancy.

- **Control Room Setup:**
 - A room for monitoring all CCTV cameras in one place.
 - Large display screens to watch live video.
 - Server/NVR installed here (if required) for centralized recording and storage.
 - Backup power (UPS and generator/inverter) so the system never stops.
 - Proper cooling and ventilation to protect the equipment.
 - Designed so more screens, servers, or equipment can be added in the future.
 - **Networking:**
 - Managed PoE switches, CAT6A/Fiber backbone.
 - Secure remote access.
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5. Deliverables

- Approved CCTV System Design & Layout Plan.
 - Fully installed and commissioned CCTV Surveillance System.
 - User training for NEFSCUN staff.
 - Operation & Maintenance Manual.
 - Warranty certificates (minimum 3 years for hardware).
 - AMC proposal for post-installation support.
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6. Roles & Responsibilities

- **NEFSCUN:**
 - Provide access to premises.
 - Approve design and layout.
 - Designate focal person for coordination.
 - **Vendor/Service Provider:**
 - Deliver equipment, installation, and commissioning.
 - Ensure quality standards and compliance.
 - Provide training, manuals, and support services.
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7. Compliance & Standards

- Equipment must comply with ISO/IEC security and IT standards.
 - Compliance with Nepal Telecommunications Authority (NTA) and local legal provisions on CCTV usage.
 - Data privacy and cyber-security safeguards must be ensured.
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8. Timeline

- Site Survey & Design: 1 weeks.
 - Procurement & Installation: 6 weeks.
 - Testing, Training & Handover: 1 weeks.
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9. Evaluation Criteria

- Technical capability and experience in similar projects.
 - Compliance with specifications.
 - Financial proposal competitiveness.
 - After-sales service commitment.
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10. Budget & Payment Terms

(To be proposed by vendor in financial bid, subject to NEFSCUN approval.)