

African Court on Human and Peoples' Rights

Request for Quotations

PROVISION OF MAINTENANCE SERVICES



African Court on Human and Peoples' Rights

P.O Box 6274 Arusha, Tanzania Web site: www.african-court.org; Email registrar@african-court.org

Procurement Number: AFCHPR/PTS/2026/095
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To: All Suppliers

Date: 27/07/2026

The African Court on Human and Peoples' Rights invites you to submit your quotation for carrying out the services as described herein. Any resulting order shall be subject to the General Conditions of Contract for Purchase Orders/Framework Agreement (attached) except where modified by this Request for Quotations (RFQ).

SECTION A: REQUEST FOR QUOTATION:

1. Description of Services and Location: Provision of Maintenance Services at the African Court on Human and Peoples' Rights in Arusha, Tanzania.
2. Currency of Quotation: Tanzanian shilling (The United Nations operational exchange rate for the month of August 2026 will be used to convert the quotation received in foreign currency).
3. Services are to commence on 01 October 2026.
4. Quotations must be valid for Sixty (60) days.
5. Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above and indicate your acceptance of the terms and conditions.
6. Quotations must be received, in sealed envelopes, no later than: 16:00hrs on 26 August 2026 (Arusha, Tanzania local time).
7. Quotations must be returned to:

Email: tender@african-court.org

(The maximum size of attachments is 25 MB. If the size of your attachment exceeds 25 MB, please send it over several emails.)

Or,

Postal address:

The Registrar,

African Court on Human and Peoples' Rights

P.O. BOX 6274

Arusha, Tanzania

Or,

Physical address:

**The Headquarters of the African Court on Human and Peoples' Rights,
situated at TANAPA, Mwalimu Julius Nyerere Conservancy Centre,
Phase II, Dodoma Road.**

8. Request for clarification;

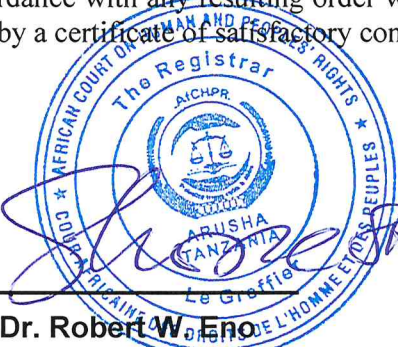
Bidders requesting clarification of the items, technical requirements or conditions stipulated in this RFQ shall communicate in writing with African Court office through the email address: procurement@african-court.org

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9. The attached Schedule of Rates and Prices at Section C and Technical Data at Section D detail the services to be performed.
10. You are requested to quote by completing Sections B, C and D. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services. The whole cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
11. Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of Contract will be made to the lowest priced quotation by the issue of a Framework Agreement.
12. Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion.



Dr. Robert W. Eno
Registrar of the Court

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Your quotation is to be returned on this Form by completing and returning Sections B, C and D including any other information and certification as stated within this RFQ.

SECTION B: QUOTATION DETAILS

1. Currency of Quotation: Tanzanian shilling (The United Nations operational exchange rate for the month of August 2026 will be used to convert the quotation received in foreign currency).
2. Services will commence on 01 October 2026.
3. Validity period of this Quotation is Sixty (60) days.
4. We enclose the following documents as required by the Purchaser:
 - a. Company Profile detailing the company and its services;
 - b. Valid registration documents;
 - c. Latest Tax Clearance Certificate.
5. We confirm that our quotation is subject to the African Union General Conditions of Contract for Purchase Orders, and is based on the terms and conditions stated in your Request for Quotations referenced above.
6. We confirm that the prices quoted are fixed for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____ Email: _____

Registered Address:

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If any additional documentation is attached, a signature and authorisation at Sections B, C and D is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Sections B, C and D the quotation may be rejected.



AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTSP.O Box 6274 Arusha, Tanzania Web site: www.african-court.org Email registrar@african-court.org**Procurement Number:** AFCHPR/PTS/2026/095**SECTION C: SCHEDULE OF RATES AND PRICES (TO BE PRICED BY BIDDER)**

Item No.	Description of Services (In accordance with Section D)	Unit of Measure	Quantity	Unit Price in Specified Currency	Total Price in Specified Currency
1	Provision of Security Services	Year	01		
		VAT (18%)			
		TOTAL inclusive of VAT			

Costs needs to be provided while mentioning the taxes and VAT if any.

Authorised By:

Signature: _____

Name: _____

Position: _____

Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____

Email: _____



SECTION D: TECHNICAL DATA

Terms of Reference (TOR's)

Summary

The African Court on Human and Peoples' Rights [*the Court*] the foremost human rights Court on the African continent located in Arusha, Tanzania believes in conducting its operational activities in a secure and safe environment that meets the requirements of its employees and guests. In line with that objective, the Court wishes to engage the services of a duly registered and credible company on contract basis to provide high standard of security and safety services. The contents of this document are intended to assist the prospective service provider to develop a comprehensive proposal package that shall meet the needs and objectives of the Court.

Purpose

1. The purpose of this Terms of Reference (TOR's) is to secure the services of a qualified Contractor to undertake the non-comprehensive Annual Maintenance of all installed electronic and electric surveillance systems that includes the closed-circuit television (CCTV) surveillance systems, electric wire fence, electronic guard patrol installation at the offices of the *African Court on Human and Peoples' Rights* located near TANAPA on the Dodoma Road, Arusha and its **official residences** at AGM, Njiro. See attached Items/Product Schedule.
2. The target is to ensure prompt and reliable servicing, repairs and maintenance of the entire security surveillance systems and work safety infrastructure that assures sustained uptime, optimal performances, operational safety, and round-the-clock observation capabilities and security deterrence/preventative measures across all covered premises.

Scope of Work

3. The appointed Contractor shall be responsible for the routine maintenance works [*preventive and corrective*] of the entire CCTV infrastructure at the Court and Official Residences. The scope includes, but is not limited to, the following:
 - a. **Hardware Coverage:**
 - i. CCTV camera infrastructure – all IP/Analog cameras; Network Video Recorders (NVRs)/Digital Video Recorders (DVRs); Storage servers, Hard drives, PoE switches, Monitors, Controllers, UPS and associated cabling/conduits, etc.
 - ii. Access control systems (scanners, electric fences, road barriers, attendance machines, ID Card printer, etc.)
 - iii. Fire safety equipment (fire extinguishers, smoke detectors, fire hose/reel, etc.)
 - iv. Guard Patrol monitor systems

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- b. **Software Coverage:**
 - i. Video Management Software (VMS)
 - ii. Firmware updates
 - iii. Camera configurations and storage optimization
4. The two main categories of maintenance services shall be:
 - a. **Preventative Maintenance (Quarterly)**
 - i. **Camera Inspections:** Cleaning of camera lenses, housings, and domes to ensure clear visibility. Checking and adjusting camera focus, angles, and Field of View (FoV).
 - ii. **Hardware Health Checks:** Inspection of all joints, brackets, and outdoor enclosures for weatherproofing and physical degradation, checking PoE switches and power supplies for optimal voltage and thermal levels, inspections of electric fences, fire extinguishers, etc.
 - iii. **Storage & Recording Verification:** Verifying that all channels are recording continuously and that the retention period meets the specified mandated requirements (to be spelt out later). Checking hard drive health logs for bad sectors.
 - iv. **System Integrity:** Cleaning and vacuuming dust from server racks, NVR/DVR units, and UPS systems, fire hose/reels, patrol monitor platform, etc. Verifying UPS backup battery runtimes.
 - v. **Software Updates:** Applying manufacturer-approved firmware upgrades and software patches to fix bugs and vulnerabilities.
 - b. **Corrective and Breakdown Maintenance (On-Demand)**
 - i. **Fault Rectification:** Attending to any system breakdowns, video loss, or hardware failures reported by the Court.
 - ii. **Component Replacement:** Repairing or replacing faulty parts (such as cameras, switches, or cables) within the agreed turnaround time.
 - iii. **Backup Assistance:** Assisting the Court's Security team in retrieving and exporting footage during incidents or investigations.
5. **Eligibility and Qualification Criteria** – Prospective bidders must provide evidence of the following qualifications:
 - a. **Experience:** A minimum of **5 years** and above of proven experience in installing and maintaining enterprise-grade IP CCTV systems.
 - b. **Certifications:** Technicians assigned to the project must be certified and highly experienced in the specific brands currently installed **Hikvision, Dahua, Axis, etc.**
 - c. **Legal and Tax Compliance:** Valid business registration, tax clearance certificates, and relevant local security industry licenses.
 - d. **Local Presence:** Must have a fully equipped service center or rapid-response team located within **Arusha City/Region** to meet response times.



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6. **Reporting and Documentation** – The Contractor must maintain and submit the following documentation to the Senior Security Officer or his appointed Rep:

- a. **Preventive Maintenance Reports:** Signed checklists detailing the condition and service performed on each component after every scheduled visit.
- b. **Incident Log Book:** A log of all breakdown calls, response times, root cause analyses, and solutions provided.
- c. **Asset Register Update:** An updated inventory tracking any changes, serial numbers, or hardware replacements made during the AMC period.

7. Contract Duration and Payment Terms

- a. **Duration:** The contract shall be valid for a period of Three (3) years, effective from the date of signing with an option to renew based on satisfactory performance.
- b. **Payment Schedule:** Payments will be processed on a Half-Yearly basis in arrears, upon submission of satisfactory preventive maintenance reports and certified invoices.

8. Service Resolution Timelines

The Contractor must adhere to strict response and resolution timelines based on the severity of the issue:

Serial	Criticality level	Definitions	Response time	Resolution time
a.	Level 1	Failure of NVR/DVR, core switch, storage server, or more than 70% of total cameras blind	Within 2 Hrs	Within 6 Hrs
b.	Level 2	Failure of a single critical camera (e.g., main entrance, server room) or a localized PoE switch	Within 4 Hrs	Within 12 Hrs
c.	Level 3	Failure of a non-critical camera, loose cabling, or minor software configuration adjustments	Within 12 Hrs	Within 24 Hrs
d.	Routine	Planned and regular inspection visits to carry out scheduled maintenance works at the Court noted under para 4a.	Four (4) quarterly visits	Within a year

Items/Product Schedule for Non-comprehensive Annual Maintenance Contract.

The Court Premises:

Serial	Item		Quantity	Remarks
1.	CCTV			
a.	Camera		64	
b.	64 Channel NVR		1	
c.	32 Channel NVR		1	
d.	Access Control & Time Attendance			
e.	SUPREMA X-PASS EM		9	
f.	ZKTECO MB100		1	
g.	ZKTECO S922		1	
2.	Road Barrier System			
a.	Nice Hansa Barrier		2	
b.	Scanner & Metal Detector			

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c.	Walkway Metal Detector		1	Model: SS-WT 18
d.	Xray Metal Scanner		1	Model: XJ5335
3.	Guard Patrol Monitors			
a.	PATROL 5000V8		2	
b.	Checkpoints		20	
4.	Fire Fighting System			
a.	Fire Extinguishers Cylinders		36	5kg – 25kg, Water, CO ₂ , Powder
b.	Water Reel/Hose		7	
c.	Power Hydrant Generator		1	
d.	Smoke detector system		120 detectors	Control Panel
e.	Fire Alarm Siren		4	
f.	Break Glass Unit (BGU)		3	
5.	Card Printer			
a.	Software (Install ID Version 4.1 (Professional))		1	
b.	Hardware (FARGO DTC1250e)		1	

Official Residences:

Serial	Location – President Residence	Quantity	Remarks
1.	CCTV		
a.	Cameras	8	
b.	8 Channel NVR	8	
2.	Electric Fence	1	
a.	Solar Tech Av530	1	
3.	Guard Patrol		
a.	Patrol 5000v8	1	
b.	Checkpoints	4	
c.	Guard downloader	1	
	Registrar Residence		
1.	CCTV		
a.	Cameras	8	
b.	8 Channel NVR	8	
2.	Electric Fence	1	
a.	Solar tech Av530	1	
3.	Guard Patrol		
a.	Patrol 5000v8	1	
b.	Checkpoints	4	
c.	Guard downloader	1	

Site

The Service Provider shall provide the services at the following sites:

- ii The premises of the African Court offices;
- iii The premises of the official residence of the President of the Court;
- iiii The premises of the official residence of the Registrar of the Court;

NB: Site Visit: All Bidders **MUST** conduct a Site Visit to the designated locations.


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Service provider requirements

- a. **Legal Authority/Basis.** The Court, being an international legal entity, finds it most appropriate to ensure it operates within the full ambit of the Tanzanian national laws and accordingly demands that the service provider shows proof of being a properly constituted and certified company with minimum of 5 years operational experiences.
- b. **Materiel and Logistics Support.** The service provider is expected to possess its own administrative and operational equipment and logistics support that ensures smooth and continuous services delivery around the clock without interruptions. This shall include among others operational vehicles, administrative offices, training facilities, basic safety equipment [e.g. overall coats, hard helmets, hand gloves, safety glasses, etc.], and uniforms [shirt, trousers, boots, headgear, etc.], etc.
- c. **Contract Duration and Working Hours.** The duration of this contract shall be for a period of three (3) years and may be renewed based on good performances of the service provider.

Terms & Conditions

- d. **All Weather Equipment.** The service provider shall ensure that personnel deployed to service any of the afore-mentioned equipment at the Court are duly equipped and kitted to be able to undertake all-weather maintenance operations.
- e. **Insurance and Medical Cover.** The Service provider shall provide the required insurance cover regarding the delivery of maintenance services in Tanzania to cover any unintentional damage to Court assets being serviced. The Court shall be indemnified of any claims regarding an incident that affects personnel and equipment of the service provider which occurs in the course of delivery of maintenance services at the Court premises.
- f. **Employment of Personnel.** The Court and the Service provider mutually agree not directly employ each other's personnel until after 6 months of disengagement from either entity.

1. Intellectual property

The policies, procedures and plans of the Court exchanged with the service provider in the course of their official duties remains the Intellectual Property of the Court. No unauthorised copies are to be made without prior written permission from the Registrar.

We confirm that we comply with the technical requirements as detailed above.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____ Email: _____

