



Statement of Work
Door Access System for HJFMRI Offices

1. Overview / Purpose

This SOW defines the subscription and maintenance services for a door access control system, ensuring secure, reliable, and scalable physical access management throughout the organization in FY26. The system must comply with all security, privacy, and data protection regulations applicable.

2. Scope of Work

The subscription services include:

- Installation of door access systems to all sites
- Access control software license subscription
- Cloud-based or on-premises controller management
- Firmware and software updates
- Support and maintenance for hardware and software
- User and credential management tools
- Integration with existing security and IT infrastructure (e.g., Active Directory)

Note to the Vendor: On prem DOOR Access setting

- **Number of doors per site:** Dar two glass Doors, Mbeya 3 wooden doors, Songwe One Glass Door, Katavi One glass door, Rukwa frameless (The device is mounted on a wall (Brick Wall))
- **The types of doors at each site:** Dar two glass Doors, Mbeya 3 wooden doors, Songwe One Glass Door, Katavi One glass door, Rukwa frameless (The device is mounted on a wall (Brick Wall))
- **The locations of all the 5 sites:** Dar two glass Doors, Mbeya 3 wooden doors, Songwe One Glass Door, Katavi One glass door, Rukwa frameless (The device is mounted on a wall (Brick Wall))
- **The authentication methods:** Fingerprint and PIN
- **The brand and model of the available door access devices:** We need to replace the existing devices. We are currently operating under ZKTeco and Hikvision devices.

3. System Components Covered

- Access control panels and controllers (**non-Chinese brands**). Preferably Suprema devices
- RFID card readers / biometric readers
- Software licenses (number of concurrent users/seats)
- Mobile credential support (if applicable)
- Integration middleware or API access

4. Subscription Features

Centralized management console, real-time event monitoring and alerts, user access scheduling



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and reporting, remote credential issuance and revocation, Audit logs for compliance and investigations, API support for integration with third-party systems

5. Service Levels & Support

Service Aspect Target

- ❖ Support Availability Business hours + Emergency after-hours
- ❖ Response Time (Critical) ≤ 2 hours
- ❖ Software Updates Quarterly or as released
- ❖ Hardware Repair/Replacement Within 5 business days

6. Vendor Responsibilities

- Provide licensed software and subscriptions plus installation of devices.
- Deliver hardware compliant with stated brand and origin requirements
- Provide technical support and troubleshooting.
- Provide training and documentation for system administrators.

7. Security & Compliance

- Encryption of credentials and communication channels
- Compliance with General Data Protection Regulation (GDPR), and local privacy laws
- Role-based access control for system administration
- Regular security audits and vulnerability assessment

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025

Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org**. The subject should read EOI for the provision of (put the lot number and description of the project as advertised).