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**Assessment and Procurement Report
for
Training Development Laboratory
and
Model Registry Offices**

Technical Report No. 15

August 24, 2005

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In cooperation with: Registration (Task 2) Team

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in the Ministry of Justice

KRA KRA 2.3: Selection of Two Model Office Locations,
Training and Implementation of Pilot System

Activity: Activity 2.3.1: Develop criteria for model office selection,
assess potential locations, prepare short list, and review
using existing model offices as initial starting point.
Activity 2.3.4: Design a multi-component training
program.

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Table of Contents

ACRONYMS

EXECUTIVE SUMMARY	I
1 FINDINGS	1
1.1 TRAINING DEVELOPMENT LABORATORY (TDL)	1
1.2 MODEL REGISTRY OFFICE	2
1.3 NASR CITY REGISTRY OFFICE (RO).....	4
1.4 ESA CAIRO TRAINING CENTER.....	6
1.4.1 ESA Training Center Floor Plan.....	9
1.4.2 Current Hardware and Equipment	11
1.5 CAIRO ESA PROVINCIAL OFFICE	11
1.5.1 Cairo EPO Floor Plan	13
1.5.2 Current Hardware and Equipment	14
1.6 MINISTRY OF JUSTICE/REPD TRAINING CENTER	14
1.6.1 MOJ Floor Plan	16
1.7 GIZA ESA PROVINCIAL OFFICE.....	18
1.8 ESA CENTRAL IT CENTER	19
1.9 NASR CITY ESA DISTRICT OFFICE (EDO)	19
1.10 NASR CITY NOTARY OFFICE.....	19
2 RECOMMENDATIONS	20
2.1 TOTAL ESTIMATED BUDGET	20
2.2 TRAINING DEVELOPMENT LABORATORY	21
2.2.1 Estimated budget	21
2.2.2 TDL Floor Plan.....	23
2.2.3 Hardware and Equipment	30
2.2.4 Implementation schedule	40
2.2.5 Maintenance and support.....	41
2.3 MODEL REGISTRATION OFFICE.....	41
2.3.1 Estimated budget	42
2.3.2 MRO Floor Plan	44
2.3.3 Hardware and Equipment	48
2.3.4 Implementation Schedule	57
2.3.5 Maintenance and support.....	58
2.4 ESA CAIRO TRAINING CENTER	58
2.4.1 Estimated budget	59
2.4.2 Redesigned floor plan	61
2.4.3 Hardware and equipment.....	63
2.4.4 Maintenance and support.....	66
2.5 CAIRO ESA PROVINCIAL CENTER.....	68
2.5.1 Estimated budget	69
2.5.2 Hardware/software.....	70
2.5.3 Maintenance and support.....	73
3 NEXT STEPS.....	74
ANNEX 1: TRIP REPORT/ SCOPE OF WORK	75
ANNEX 2: VISITS TO SITES AND MEETINGS.....	76

Acronyms

ECSM	Egyptian Committee of Survey & Mapping
ECIM	Egypt Cadastral Information Management (Project)
EDO	ESA District Office
EFS	Egypt Financial Services (Project)
EPO	ESA Provincial Office
ESA	Egyptian General Survey Authority
GOE	Government of Egypt
LAN	Local Area Network
MOJ	Ministry of Justice
MSAD	Ministry of State for Administrative Development
MRO	Model Registry Office
REPD	Real Estate Publicity Department
RFP	Reference for Proposal
RO	Registry Office
SOW	Scope of Work
TC	Training Center
TDL	Training Development Laboratory
TMS	Training Managers and Supervisors (Dutch-funded project)
USAID	United States Agency for International Development
WB	World Bank

Executive Summary

Objectives

The objective of this short-term consultancy with Egypt Financial Services project's (EFS) registration task (Task 2) was to identify and assess hardware/software requirements for a new Ministry of Justice/REPD Training Development Laboratory (TDL) and two model registry offices (MROs) to be made operational by the USAID-funded EFS project.

Additionally, initial assessments were made for:

- Ministry of Justice/REPD Cairo training facilities
- Egyptian General Survey Authority (ESA) Cairo Training Center
- ESA Cairo Provincial Office (EPO)

The MOJ training facilities and the ESA training center were assessed to identify existing capacities, as well as the types of training provided.

An assessment of ESA's Cairo provincial office (EPO) was done in order to identify its readiness to support reengineered registration/cadastre workflows.

Findings

Several visits were made to different sites including registry offices, notarization offices, training centers and survey offices to collect information about the facilities in use and their condition. Information gathered and observations made served as reference points for recommended hardware and space requirements. The site visits offered important insight into current activities and, more importantly, shed light on existing hardware, space and staff shortcomings.

The proposed Training Development Laboratory (TDL) is designed for comprehensive and sufficient training in title registration procedures, cadastre and survey activities, and system administration and maintenance. For these purposes the TDL will be equipped with the necessary computer hardware and office equipment, including presentation/multimedia, printing and scanning devices.

The proposed model registry offices are designed to operate as modern offices for title registration based on new or redesigned business processes and the necessary hardware to support it. A complete list of hardware/software and office equipment recommended for purchase and installation is presented in the report sections addressing the specific facility. An ideal floor plan and hardware specifications plan for the MROs is designed. Based on an agreement between EFS and the MOJ, two model offices will be created; one in Nasr City and one in Maadi. It is strongly recommended that appropriate space in these two districts be designated as soon as possible.

Taking into account the time necessary to make the TDL operational - possibly up to several months - it may be necessary to start initial training courses at the ESA Training Center. In this case, the ESA Training Center will require hardware upgrades to meet requirements for updated survey/cadastre training courses. Also, the ESA Cairo provincial office requires

minor upgrades to finalize the establishment of a new computer center and support integration with the model registry offices.

All proposed hardware and services specifications, floor-plan designs and office layout were reviewed and discussed with the EFS registration and IT technical teams. Comments and suggestions were taken into account and integrated into this report.

Recommendations

All recommended hardware/software and proposed floor plans for the TDL and MROs are listed in this report. All hardware specifications include recommended brand names/model type, as well as their approximate price (US Dollar).

Because the physical sites for the two MROs is not yet designated, all costs for services related to site preparation are based on an ideal space. Therefore, to proceed, the identification of physical sites for the MROs is a priority issue. Once sites are designated, budgets for services and furniture should be reviewed and, if necessary, revised. Each MRO should range from 350 to 400 sq .m; the area depending on the actual shape/layout of the premises provided. Hardware specifications are not affected by changes in layout however; they may be affected if there are significant changes to the final business processes. Additionally, recommendations for required upgrades for the ESA training center and the ESA Cairo provincial office are provided should these facilities need to be used until the TDL is functioning.

The ESA training center requires a basic plotter, printers, a server and scanners. This hardware will increase training efficiency. Also, a separate area for trainers, an office manager and administrator should be created. The air conditioning system should be improved and can be done by adding a new powerful air conditioner in the computer laboratory. A separate telephone line would be an advantage.

The ESA provincial center also requires upgrades, namely:

- A server for database hosting/data repository;
- two additional telephone lines, one with an internet connection; and
- printers, including the repair of an existing A0 plotter.

Next steps

It is recommended that the following be initiated as soon as possible.

- 1) MOJ approval to host the TDL at a MOJ premises in Dokki (MOJ building, Mesaha Square, 8th floor).
- 2) Identify and approve two model registry offices sites. Update MROs' estimated budgets with costs for services according to actual site conditions.
- 3) Finalize procurement requirements.
- 4) USAID approval for budgets.
- 5) Prepare bids and start bidding process.

1 Findings

This section provides background information about the TDL and MROs and related key facts about visited sites. The main objective of the site visits was to observe first-hand current operations and office facilities, analyze floor plans, and assess the existing computer and office hardware.

1.1 Training Development Laboratory (TDL)

As a result of assessments previously conducted by the EFS registration technical team, it was proposed that a Training Development Laboratory (TDL) be established.

”EFS has proposed the creation of a Real Property Registration Services and Training Development Laboratory equipped with minimum 20 computers, overhead projector, operating systems, network infrastructure, and installation services. Bid specifications and procurement documents are being prepared to make this reality. Again, timely approval and direction on this item is sought from MOJ to enable procurement to proceed. EFS has also agreed to provide operational training for approximately 200 GOE employees at the Training Development Laboratory and an ESA designated facility to include computer courses on operating systems, database systems, GIS, mapping, registration processes, business applications, best management practices and the preparatory title registration system.”

Findings strongly suggest that this should be done as soon as possible as current EDO and RO staff skills do not meet standards for the operation of a modern registration office. Only a few staff possess competent computer skills. It was reported to Task 2 that at the Nasr City RO -considered a “computerized” office - personnel received training only once a few years ago. The training was provided on site and carried out over several days.

The main objective of the TDL is to provide comprehensive and up-to-date training for staff assigned to the two MROs. Staffs of other organizations or institutions may also be trained at the TDL if the EFS project’s scope addresses other types of training during the life of the project. An example would be training for private sector surveyors if such an initiative were to be introduced.

New registration procedures may require training/informational workshops for professions related to registration processes i.e. lawyers, bankers, real estate agents etc. These types of workshops may be conducted at the TDL facilities as well.

For the immediate objective at hand, trainees, depending on their roles, will be trained in the following core areas:

- Basic computer skills (operation system, office software, internet, e-mail)
- Legal issues of title registration

- Technical issues of registration procedures
- Operation of title registration system
- Legal issues of cadastre
- Technical issues of cadastre and surveying
- System administration (network administration, security policy, backup procedures etc.)
- General management

For the TDL to be operational the following is necessary:

- Installation of a Windows-based computer network with all necessary equipment for training on various subjects relating to computer skills, title registration and cadastre/surveying procedures.
- Twenty-three workstations and two servers joined to the Fast Ethernet local area network.
- Four workstations equipped with A4 scanners with ADF.
- Multifunctional device (A4 b&w copier, printer, scanner and fax) for printing training materials in large volumes for all user groups, and several A4 low-cost printers for trainees.
- Internet access (permanent ADSL connection).
- Color plotter for map and poster printing, including printing of informational posters for model offices.
- Presentation equipment: a LCD and overhead projectors, whiteboard etc.
- Card-based access system to secure rooms with computers.
- Air conditioning system.
- Furniture for training: desks, chairs etc.

1.2 Model Registry Office

The establishment of two model registry offices is a primary EFS Task 2 activity. Once a mass title registration/adjudication procedure is introduced, new offices will start to operate in pilot areas. To date EFS has been unofficially assigned two locations: Nasr City and Maadi to host two MROs. MRO staff training will concentrate on giving the staff selected to work at the two MROs the skills necessary for working in a computerized and reengineered title registration system. This includes specialized software and familiarization with reengineered workflows.

At the time this report was compiled, EFS was producing a reengineering/redesign of business procedures in registration offices. Several discussions with EFS experts undertaking

that assignment assisted with information relevant to the appropriate design for the MROs layout. Other EFS team members, including IT staff, provided comments and suggestions.

One outstanding issue is that it is not possible to get an exact number of properties in pilot areas. As a result, it is not possible to accurately forecast the expected number of transactions per day. This information or lack thereof, may affect archive space, staffing and public area requirements. Actual numbers of registered transactions and properties in pilot areas will also depend on the public's trust in the new registration system and development of real estate market and mortgage system.

Arriving at number of properties in a specified area is difficult as many units built remain unregistered to avoid taxes. This is illustrated in the following picture:



Picture 1. Unregistered properties in Giza (Greater Cairo)

Roofs of buildings are often left unfinished to allow for additional floors to be added. This situation is typical in poorer districts of Greater Cairo and other areas of Egypt as well. One way to estimate the number of properties in an area is to calculate the number of connections to the electricity network as it is almost impossible to get connected without permission from the relevant authority. Calculating on the assumption that one connection corresponds to one property, it is possible to reach a somewhat realistic and reliable number of properties in a given area.

In the course of preparing this report, it was found that the estimated number of registered properties in Egypt is approximately 7%. Under the existing system, the Nasr City RO (deeds record system) carries out approximately 80 transactions (any type) per week. The estimated number of properties in Nasr City is 150,000. This value is based on the number of electrical connections.

International Land Systems' (ILS) experience in Jamaica (National Land Agency of Jamaica is currently using ILS's title registration system) found the number of transactions (population 3.5 million) ranges from 100 to 300 per day. These transactions are processed by the main registry office. Therefore, it can be extrapolated that a modern title registration office should process no more than 300 transactions of all types per day, which means that if this number is higher, additional registration office should be established.

At the time of this consultancy it was not decided what registration system would be used for training and within the MROs, however; regardless of the system adopted, all equipment proposed is based on the general assumption that certain activities, common to all systems, will take place at the MROs:

- Public clerk. Assigned to answer various question asked by incoming applicants and public users, including support for users working with public access terminals.
- Document/application intake clerk. Accepts and reviews applications.
- Cashier clerk. Calculates fees and processes payments.
- Document scanning operator. Scans incoming/outgoing documents.
- Indexing/data entry. Enters data into title registry.
- Technical investigator. Checks transaction validity, print documents.
- Registrar. Makes final decision on a registration, signs and seals documents.
- Delivery clerk. Delivers all documents to the applicant.
- System administrator. Provides hardware and software support.
- Notary. On-site notarization support, mostly for transfer agreements.
- Notary clerk. Notary's assistant.

Two notary roles are optional and will be used for model registry offices only.

1.3 Nasr City Registry Office (RO)

The following information was collected and observed during visits to the Nasr City RO:

1. There is only one RO serving the Nasr City district of Greater Cairo. The population of Nasr City is about 6 million.
2. The ESA District Office is adjacent to the RO office. It is common operational practice in Egypt to have these two offices adjacent, or at least located in close proximity.
3. The RO is located in two three-room offices. Two of the six rooms are used for archives.
4. There is no space designated as a public area, and it is common for public users to roam freely throughout the entire premises including areas where registrars and technical investigators work.

5. The RO receives between 40-50 persons with various registration-related inquiries per day.
6. There are no signs or posters explaining to the public what is needed to carry out the registration process.
7. Offices are not air conditioned. There is however, a new air conditioner not yet installed.
8. The RO currently has a staff of 19. The staff works two shifts from 9am to 1:30pm and 2pm to 5 pm with a half-hour break at mid day. The entire staff works the morning shift and selected staff work the afternoon shift.
9. There is no on-site system administrator. If a computer or other hardware breaks down the staff requests maintenance. It was reported that, on average, it takes up to three days for someone to come to the office. This however, doesn't mean the equipment will be repaired that day.
10. Existing equipment and software is two-years old. Equipment is not widely used due to poor skill levels. It was reported that training was provided for the staff only once for a four-day period.
11. The existing software system for deeds registration is used once per week to enter transactions registered during the previous work week.
12. At the time of EFS's visit, one A3 scanner and the Server were not operating. It was not made clear why the equipment remains broken, or when it will be repaired. The broken Server is located in the same room used by technical investigators and left unsecured on a table.
13. All computers suffer from continuous problems due to power failures and surges. Only the Server has UPS.
14. The RO maintains registration log books recording the receipt of all applications. The first book is dated 1979 (Nasr City is a newer area of Greater Cairo). All other documents such as application forms and supporting document copies are stored on site for a five-year period upon which they are destroyed.
15. The archive file system is by applicant name. All documents related to a single applicant are stored in one document folder. Therefore, one file may contain documents for more than one property.
16. There is no copier available on site. Applicants make the necessary document copies at their own expense off site.
17. In general, the RO processes approximately 100 transactions per week. Staff complained that under the current conditions and workflow procedures they often take work home in order to complete the process. It is required that a transaction be completed within one week after receipt of application unless documents are incomplete.
18. An average of three weeks is needed to finish a simple/uncomplicated registration at the RO. During this period the application is sent to the ESA district office (EDO)

and then returned. Following this, the deed documentation is sent to the Central Registration Office for finalization and the official deed is issued from the Central Registration Office.

19. Main deed document is A3 sized.

1.4 ESA Cairo Training Center

The ESA Cairo Training Center conducts training programs related to digital mapping, surveying and cadastre. Below are key facts about the ESA Training Center:

1. The center is located at the ESA head office.
2. The center has four training rooms. Two of the rooms have computers; computers for training total 22. Computers are not connected by a single network however; a Network Server will be installed soon. The center plans to use one of the PCs as a Server and the old Server will be taken to the Cairo EPO.
3. There is no telephone line available in the training rooms.
4. There are four air conditioners in the two rooms with computers (two in each room) but their power is insufficient to adequately cool the rooms.
5. There is no system administrator at the Center on a regular basis. Some computers are not properly configured. For example, the monitor frequency is set by default to 60 MHz, which is not recommended for all-day use.
6. There is no licensed GIS/CAD software in place, except for one ArcGIS Student license. All software used in training is in poor condition.



Picture 2. ESA building – Training Center is on second floor.



Picture 3. ESA Training Center – Training Room #1



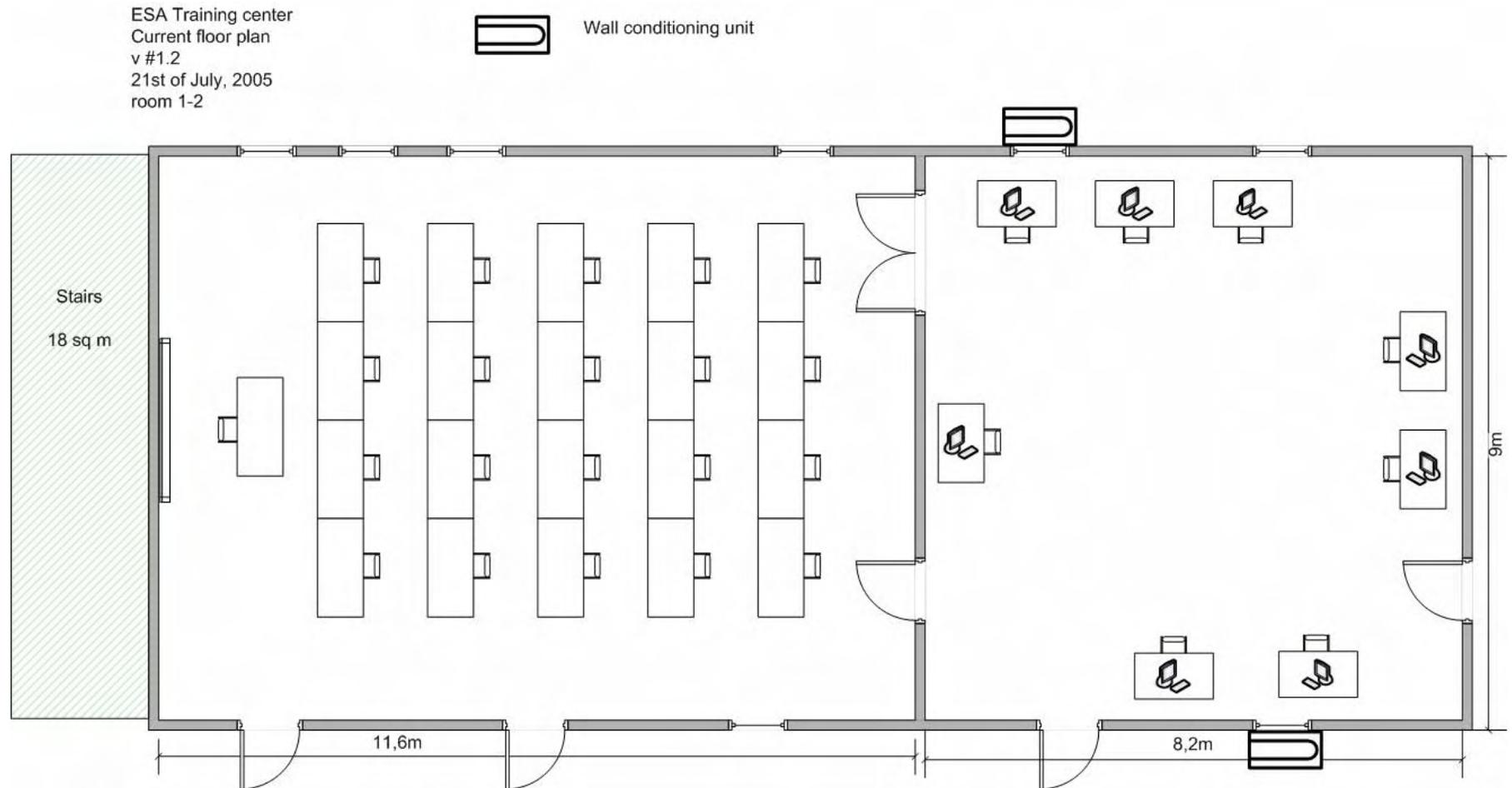
Picture 4. ESA Training Center – Training Room #2 – (Server location)



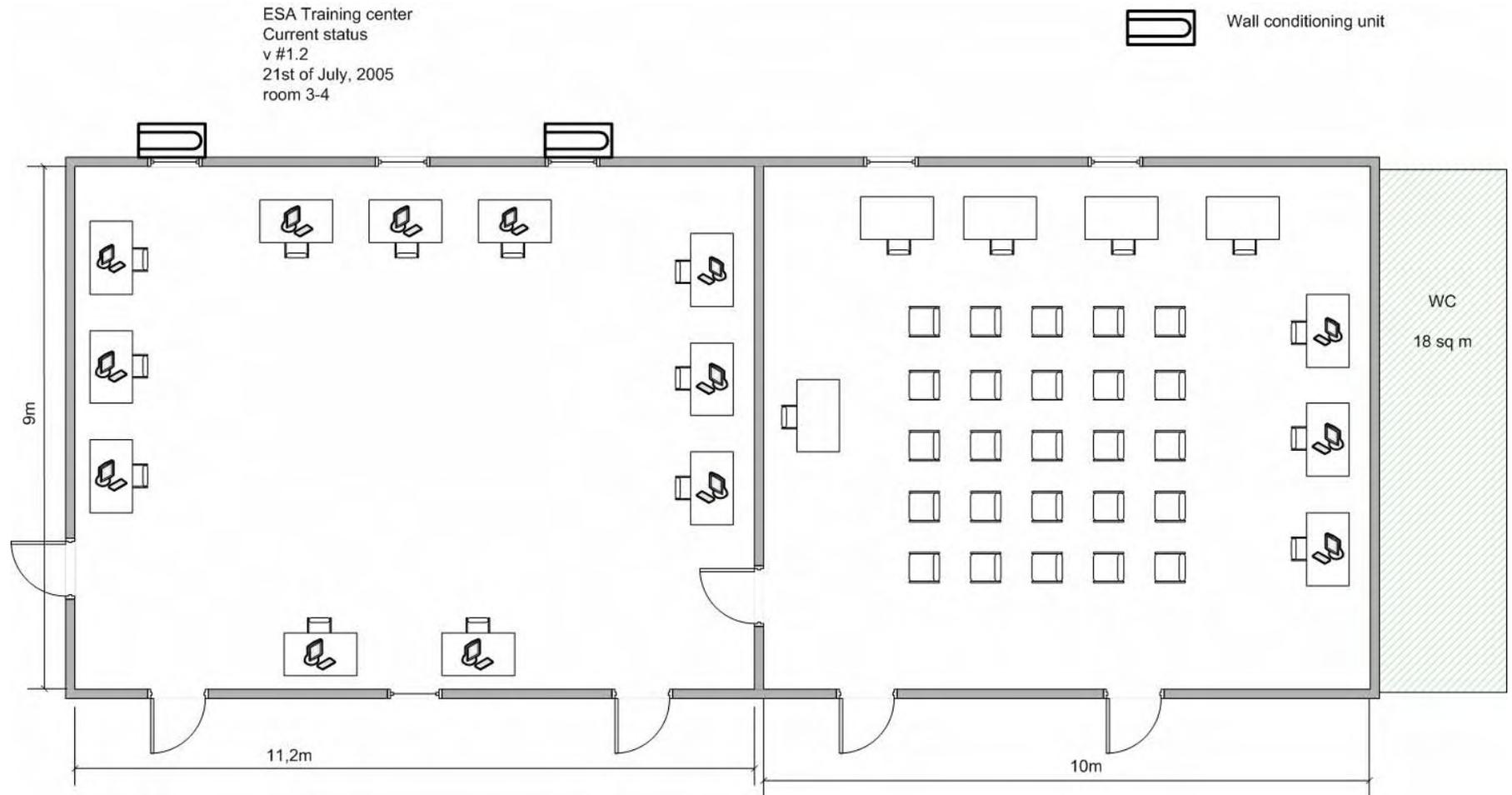
Picture 5. ESA Training Center -Training Room #4

Based on the site visit, it was concluded that computer placement in the training rooms is not efficient. Computers are located along the walls of the room and when a projector is used trainees must turn every time they want to see the projector screen. If these facilities are to be efficiently used for training, additional equipment such as scanners and printers should be purchased. Some computers require hardware upgrades.

1.4.1 ESA Training Center Floor Plan



Picture 6. ESA TC – current floor plan – rooms 1-2



Picture 7. ESA TC – current floor plan – rooms 3-4

1.4.2 Current Hardware and Equipment

The EFS assessment identified the following hardware (in dedicated use by training center).

#	Item	Parameters	Qty	Comment
1.	PC type 1	CPU: PIV 2.8 GHz RAM: 512 Mb HDD: 80Gb LAN: Fast Ethernet OS: Win XP Pro Monitor: 17" CRT Media: CD-ROM Brand: Local assembly	14	
2.	PC type 2	CPU: PIV 2.7 GHz RAM: 256 Mb HDD: 80Gb LAN: Fast Ethernet OS: Win XP Pro Monitor: 17" CRT Media: CD-ROM Brand: Local assembly	8	
3.	Network switch	D-link 24 ports Fast Ethernet 24 ports	1	
4.	Rack	24 units	1	Currently not in building but they are going to bring it soon.
5.	LCD data projector	Sanyo XGA	1	working, in good condition
6.	LCD data projector	unspecified	1	broken, needs for repair, 4 years old
7.	Whiteboards		2	
8.	Flipchart		1	
9.	A3 copier		1	working

There are two old computers and two old printers in separate room which are used by administrative staff.

1.5 Cairo ESA Provincial Office

In order to estimate the Cairo EPO's ability to support cadastre processes related to an anticipated mass registration process, a site assessment was done to identify and assess the existing space and hardware.

Here are key facts regarding the Cairo EPO's current status/condition:

1. The Cairo EPO is located within the yard of another building. It is a three-storey building (including a ground floor) with some additional rooms on the ground floors of adjoining buildings.
2. Currently the Cairo EPO is establishing a new computerized center for production works. Four rooms on the third floor are designated for this. The center has new IBM PCs and one used A0 (36”) plotter. At the time EFS visited the plotter was broken. The necessary repairs and spare parts will cost approximately \$1000. Two old A4 printers (inkjet and dot matrix) are in use. The facilities are not fully operational yet. An old Server, taken from the ESA Cairo Training Center will be installed at this location.
3. All computer rooms are air conditioned.
4. There are two computers on the ground floor reserved for use by the cashier/accounting staff.
5. A small room (approximately 16 sq m.) is being renovated for use as a public area. Two used computers will be installed here.
6. The total number of employees in this office is approximately 130. One employee has a diploma from ITC (Training Managers and Supervisors – a Dutch-funded program (TMS)/ESA project) and five employees attended “T”-course at TMS/ESA project.
7. The building has one telephone line.
8. On an average day, 40 to 50 public users and/or applicants come to this office with different requests.

1.5.1 Cairo EPO Floor Plan

Cairo EPO computer center
Current floor plan
version #1.2
23rd of July, 2005



Picture 8. Cairo EPO – 3rd floor – Computer Center

1.5.2 Current Hardware and Equipment

#	Item	Parameters	Qty	Comment
1.	Server	CPU: PIII 850 MHz RAM: 512 Mb HDD: 2 x 18 Gb SCSI LAN: Fast Ethernet Monitor: 17" CRT Media: CD-RW Brand: HP	1	3-4 years old
2.	PC type 1	CPU: PIV 3.0 GHz RAM: 248 Mb HDD: 40Gb LAN: Fast Ethernet OS: Win XP Pro Monitor: 17" CRT Media: CD-ROM Brand: IBM	15	Video is integrated on board
3.	PC type 2	CPU: PIV 2.5 GHz RAM: 256 Mb HDD: 80Gb LAN: Fast Ethernet OS: Win XP Pro Monitor: 17" CRT Media: CD-ROM Brand: Local assembly	2	
4.	Network switch	D-link 24 ports Fast Ethernet 24 ports	1	
5.	A0 (36") color plotter	Color, Ink Jet Brand: Oce	1	need to be repaired
6.	Printer	Epson LX - A4 dot matrix	1	3-4 years old
7.	Printer	Epson inkjet color A4	1	3-4 years old

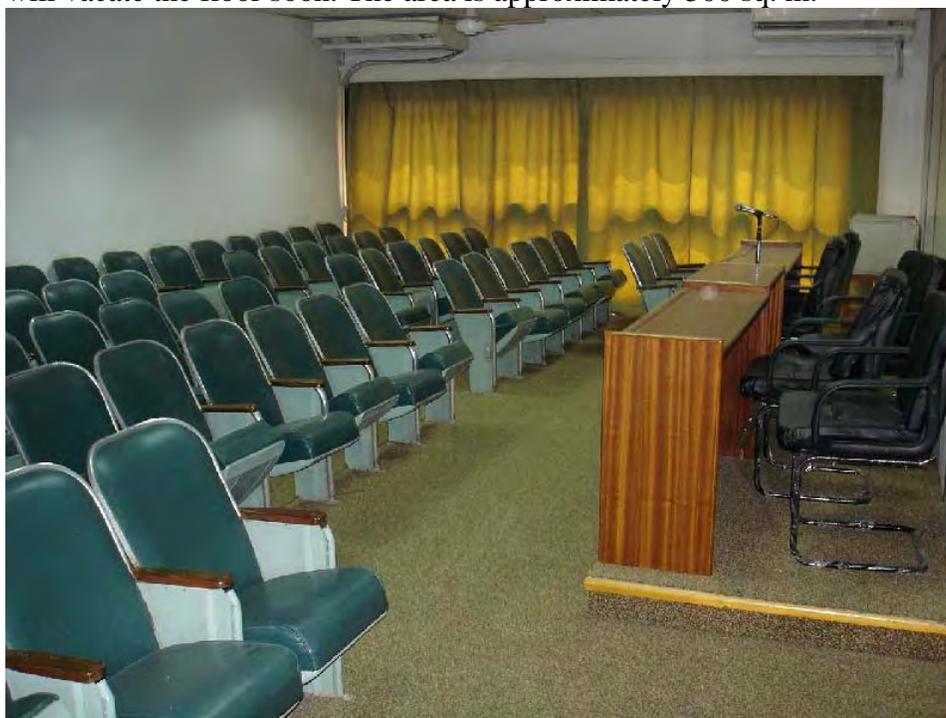
1.6 Ministry of Justice/REPD Training Center

According to information given to EFS, computerized training is not provided at the current MOJ training facilities. For those pilot RO offices, which are computerized, training is conducted on site for limited periods. For example, in the Nasr City RO, EFS was told that computerized training for staff was done only once for a four-day period. New staff are trained on site by existing staff.

Key points about the MOJ Training Center:

1. The center is located on the 5th floor of a MOJ building in Giza.

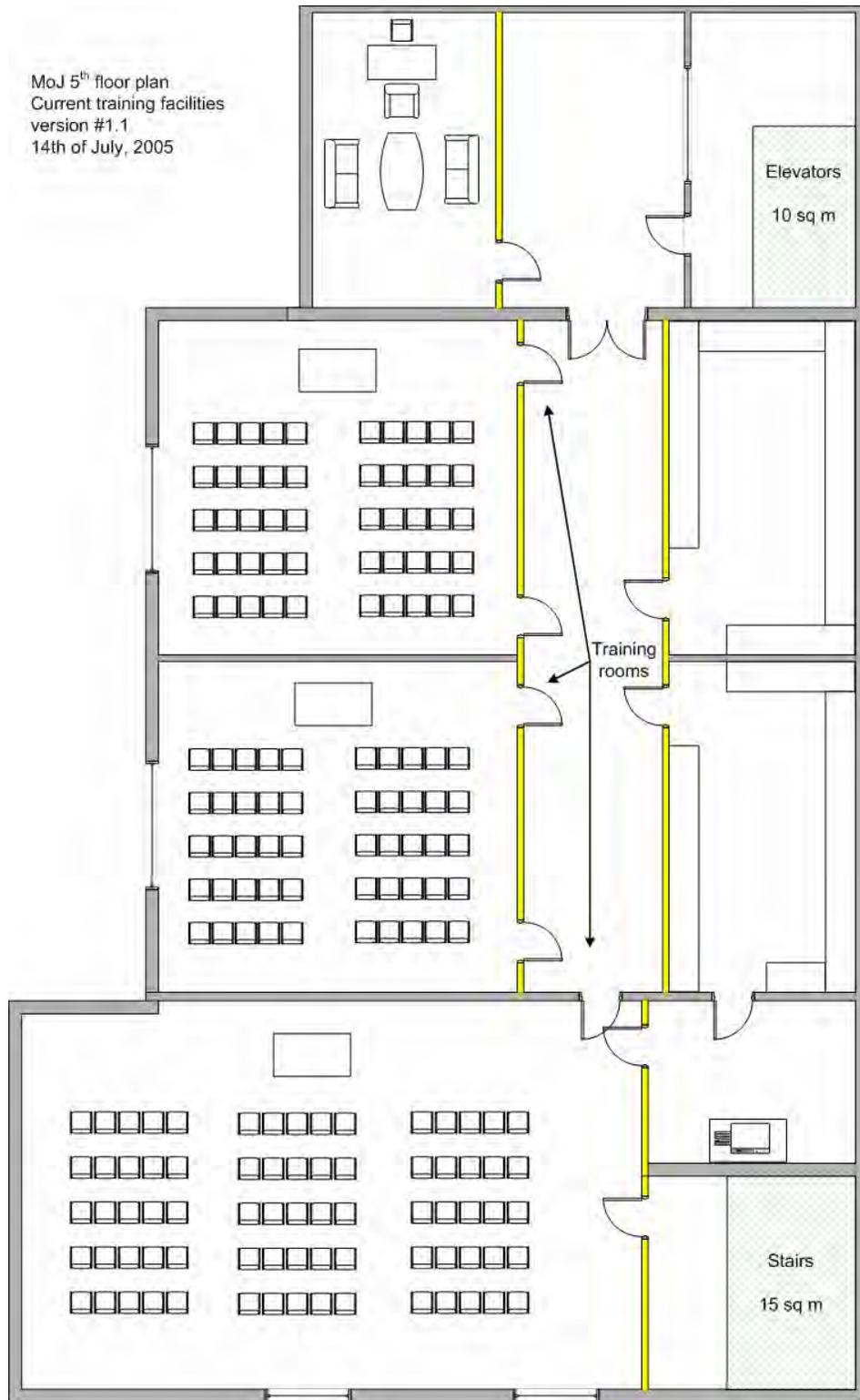
2. There are three training rooms each furnished with old chairs (50, 50 and 75), a lecturer's tables and microphones (Picture 9) but no tables for the trainees to take notes.
3. Two more rooms on the same floor are empty. These rooms are slated for production purposes.
4. Currently the MOJ/REPD Training Center has no computers and rooms are not designed to provide computerized training. A projector, when needed, is borrowed from another department.
5. A 6th floor Pilot Title Registration Office (established by a previous project) is unused. EFS was informed that this area should not be considered as vacant or for use for training purposes.
6. Currently the 8th floor is occupied by a company dealing with paper archives. They will vacate the floor soon. The area is approximately 300 sq. m.



Picture 9. MOJ – 5th floor – Training Center (Lecture Room)

1.6.1 MOJ Floor Plan

Below is the floor plan of the 5th floor, where the current training facilities are located.



Picture 10. MOJ – 5th floor – Current Floor Plan & Training Rooms

1.7 Giza ESA Provincial Office

The Giza EPO is located near the MOJ building. It is three-storey building (including a ground floor) with some open space (small yard) inside the building. Two ESA district offices (EDO) are located on the ground floor in the same building.

Key facts about Giza EPO:

1. Giza EPO has about 180 employees. This number includes staff from the two EDOs.
2. Four employees are familiar with all equipment and another four now attend courses at the ESA training center.
3. Only two computers and one plotter are available for surveying tasks. Computers are PIV 2.5 GHz, 256 Mb RAM, 80 Gb HDD, 17" CRT monitors. Plotter is OCE color inkjet plotter 36" wide.
4. Backups of survey/map data are made periodically. A person from ESA's main office comes to do this.
5. There is only one telephone line for the building.
6. All applicant requests are directed to the Head/Manager of the office. There is no public area at the EPO. A security guard directs visitors.
7. There are four other computers at this site but used only for accounting/cashiering purposes.
8. Archives are organized inefficiently. Some archived documents and maps were microfilmed in 1999 but as the EPO does not have a microfilm reader they rely on analogue maps.
9. The number of visitors to the EPO is 70-80 per day. Per month there are approximately 700 transactions/requests submitted to the each of two EDOs. Only about 60% of these requests are normally finalized.



Picture 11. Giza EPO – Survey Computers and Plotter

As a general observation, this office is under enormous pressure due to work load and lack of resources. It is recommended that the two EDOs be moved out of this building and into more adequate facilities.

1.8 ESA Central IT Center

The former main ITC/ESA training center is now the central ESA IT center and will be used as the central clearinghouse for all of Egypt. Recent hardware upgrades were done by the Training Managers and Supervisors program (an ESA/Dutch-funded program) but the center will no longer be used for training. Instead, only production facilities will be located here.

1.9 Nasr City ESA District Office (EDO)

1. The EDO is located in the same building and floor as the Nasr City RO.
2. There are more than 30 employees; most are working in the field.
3. The office is a rented three-room apartment. One room serves as the archive. Because of limited space it is not possible to have a separate public area.
4. All processes are manual as there are no computers in this office.
5. There is one air conditioner located in the room used by the office manager.

1.10 Nasr City Notary Office

1. Several rooms make up this office. Office space is rented.
2. The office is very busy with queues and noise.
3. There is a serious lack of space for archives. Books are found everywhere, even in corridors.
4. On average the office processes 700 transactions per day, of which up to 50% are property related.
5. Only certain documents are archived (originals of wills, power of attorney etc.)
6. Fee calculation and cashiering is manual, without use of computers or printers.
7. There are no computers in use at all and there is only one A3 copier and one microfilm machine.

There are at least three such offices in Nasr City. EFS found that current facilities are too few and not adequately equipped.

2 Recommendations

2.1 Total Estimated Budget

Below is an estimated total budget for the TDL, two model registry offices and possible hardware upgrades for ESA's training center and Cairo provincial office:

Estimated budgets for hardware and service procurement:

#	Section	Qty	Cost*, \$	Total Cost*, \$
1	Training Development Laboratory	1	\$146 460	\$146 460
2	Model registration office	2	\$178 120	\$356 240
3	ESA training centre upgrade	1	\$27 855	\$27 855
4	Cairo ESA provincial office upgrade	1	\$19 920	\$19 920
			Total	\$550 475

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Costs for service agreements for 4 years (25% from hardware price):

#	Section	Qty	Cost*, \$	Total Cost*, \$
1	Training Development Laboratory	1	\$76 688	\$76 688
2	Model registration office	2	\$77 590	\$155 180
3	ESA training centre upgrade	1	\$13 440	\$13 440
4	Cairo ESA provincial office upgrade	1	\$12 150	\$12 150
			Total	\$257 458

Total budget **\$807 933**

Please note – changes in costs for site preparation may affect final budget value.

As the exact cost and types of service agreements are not exactly known costs are calculated using a high estimate. Costs presented may be higher by up to 25% from initial hardware value. Actual costs will probably be lower.

Special considerations:

It is highly recommended that an additional service agreement is made with the supplier or its local representative in order to ensure that hardware will be supported under a “next-day-on-site” program. This should be done for at least the first four years. The agreement should include a next-day equipment replacement option. This is important in case equipment cannot be fixed on site/at local service center. Additionally, it should be stressed that standard warranties for equipment do not normally include shipping costs to replacement

site/service center. Therefore, if the EFS project does not conclude an agreement with the supplier, and equipment requires servicing, it will be the EFS IT team's responsibility to ship equipment and even cover repair costs when the warranty expires.

2.2 Training Development Laboratory

This section describes detailed hardware/software requirements for the TDL, including budgets, detailed specifications, floor plans and sample implementation schedule.

2.2.1 Estimated budget

Below is the estimated TDL budget. Costs for furniture and services are estimated for the 8th floor in MOJ building. If TDL is located at another site, these sections should be updated to reflect current conditions of the alternative premises.

All prices for hardware and software are U.S. prices. They were gathered from manufacturer/provider web-sites. Prices do not include tax or shipping costs.

The prices estimated for furniture and services are local (Egypt) market prices. Prices include labor, shipping costs, all costs for materials, and tax. Prices for other services are subject to modification after a qualified building expert assesses the site and makes an estimate of required services.

Estimated budget for equipment/services

v1.3, July 2005

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$17 100	\$0	\$0	\$0	\$17 100
2	Networking	\$4 900	\$0	\$0	\$0	\$4 900
3	Workstations	\$35 410	\$0	\$0	\$0	\$35 410
4	Peripherals	\$12 340	\$0	\$0	\$0	\$12 340
5	Presentation/Multimedia	\$4 000	\$0	\$0	\$0	\$4 000
6	Software	\$6 010	\$0	\$0	\$0	\$6 010
8	Services	\$35 900	\$0	\$0	\$0	\$35 900
9	Furniture	\$13 320	\$0	\$0	\$0	\$13 320
7	Supplies	\$4 370	\$4 370	\$4 370	\$4 370	\$17 480
Total budget (4 years), USD:						\$146 460

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Estimated prices for service agreements (25% from initial equipment costs)

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$4 275	\$4 275	\$4 275	\$4 275	\$17 100
2	Networking	\$1 225	\$1 225	\$1 225	\$4 275	\$7 950
3	Workstations	\$8 853	\$8 853	\$8 853	\$4 275	\$30 833
4	Peripherals	\$3 085	\$3 085	\$3 085	\$4 275	\$13 530
5	Presentation/Multimedia	\$1 000	\$1 000	\$1 000	\$4 275	\$7 275
Total						\$76 688

Total budget (4 years), USD: \$223 148

As the exact cost and types of service agreements are not exactly known costs are calculated using a high estimate. Costs presented may be higher by up to 25% from initial hardware value. Actual costs will probably be lower.

2.2.2 TDL Floor Plan

For the purposes of this assessment it is assumed that the space unofficially designated by the MOJ (8th floor, Masaha Square, Giza, MOJ premises) will be the TDL. The proposed floor plan should be considered a recommendation from this premises and may change if the TDL's location changes.

It is recommended that the premises be set up to accommodate at least four separate training rooms:

- First room: All training workstations, instructor PC, presentation equipment etc. Recommended area is at least 75 square meters,
- Second room: Rack with servers in special partition surrounded by windowed walls, system administrator's and office manager's working places, plotter and multifunctional device etc,
- Third room: Meeting/brainstorming room. This room may be also used for lecturers.
- Fourth room: Lecture room for non-computer based trainings.

General space recommendations

It is highly recommended to have these four rooms adjacent as this will reduce costs for computer cables set up.

All internal doors should be reinforced and have windows. Vinyl/aluminum double-paned windows to buffer against noise. The external doors or fire exit doors should be metal and without windows.

Flooring in computer rooms should be either special laminated flooring or linoleum. If linoleum is used it should be of a durable quality to withstand chairs with wheels. Carpeting is not recommended because maintenance is more costly.

Though it is not common in Egypt to have a grounded AC power network but is strongly recommended to avoid short circuits and subsequent hardware damage. Therefore, new AC power cable should be grounded and all sockets should be compatible with three-pin plugs.

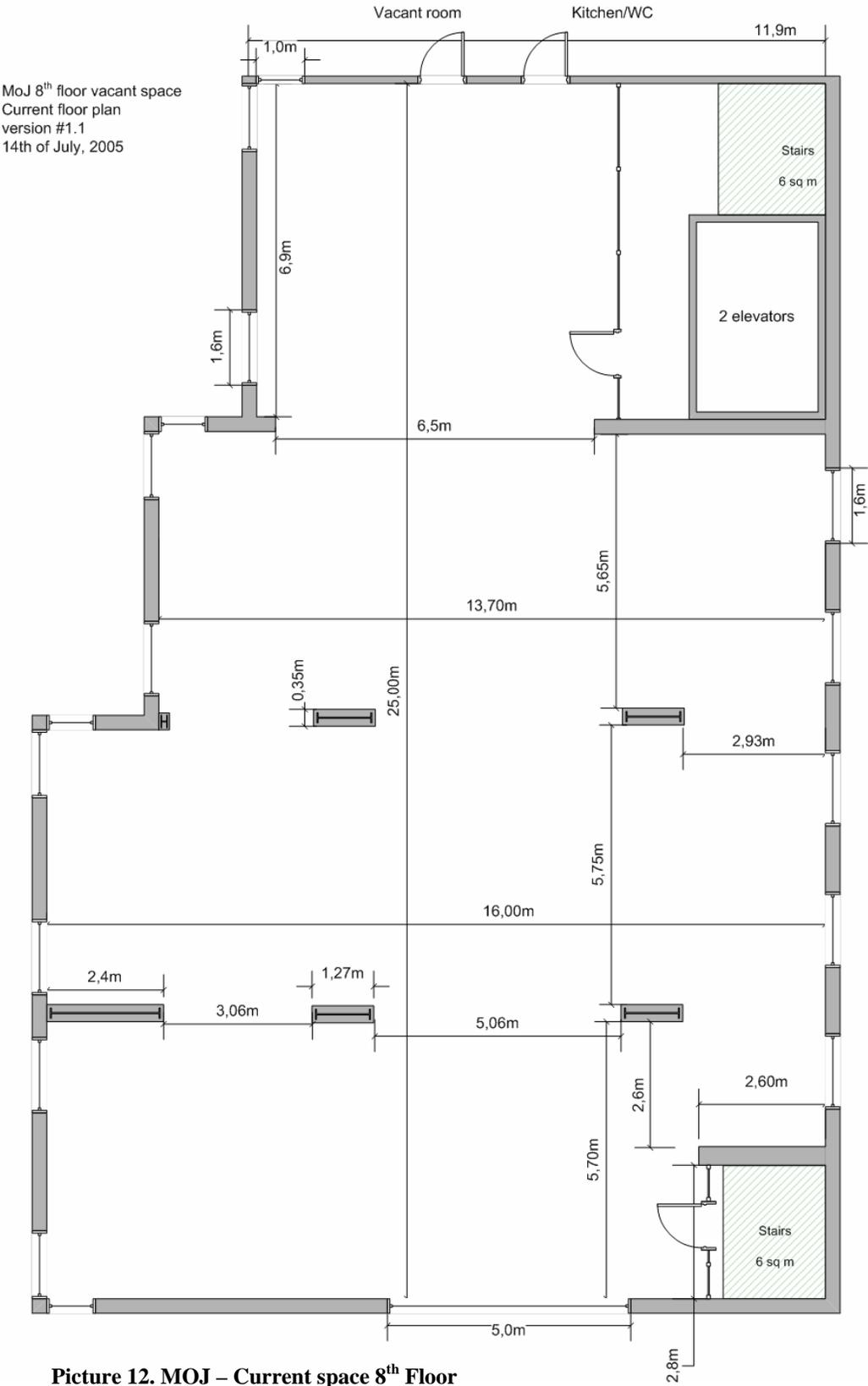
All four rooms should have air conditioning. These should be split systems mounted to ceilings. Lecture and computer rooms will require two powerful units each (7 kW/24000 BTU). All windows should be equipped with thick curtains to both cool and darken the rooms as needed.

It is recommended to install a card-based security system based on proximity cards and HID readers. For the TDL at the MOJ premises two doors with electronic locks and one control unit should be installed.

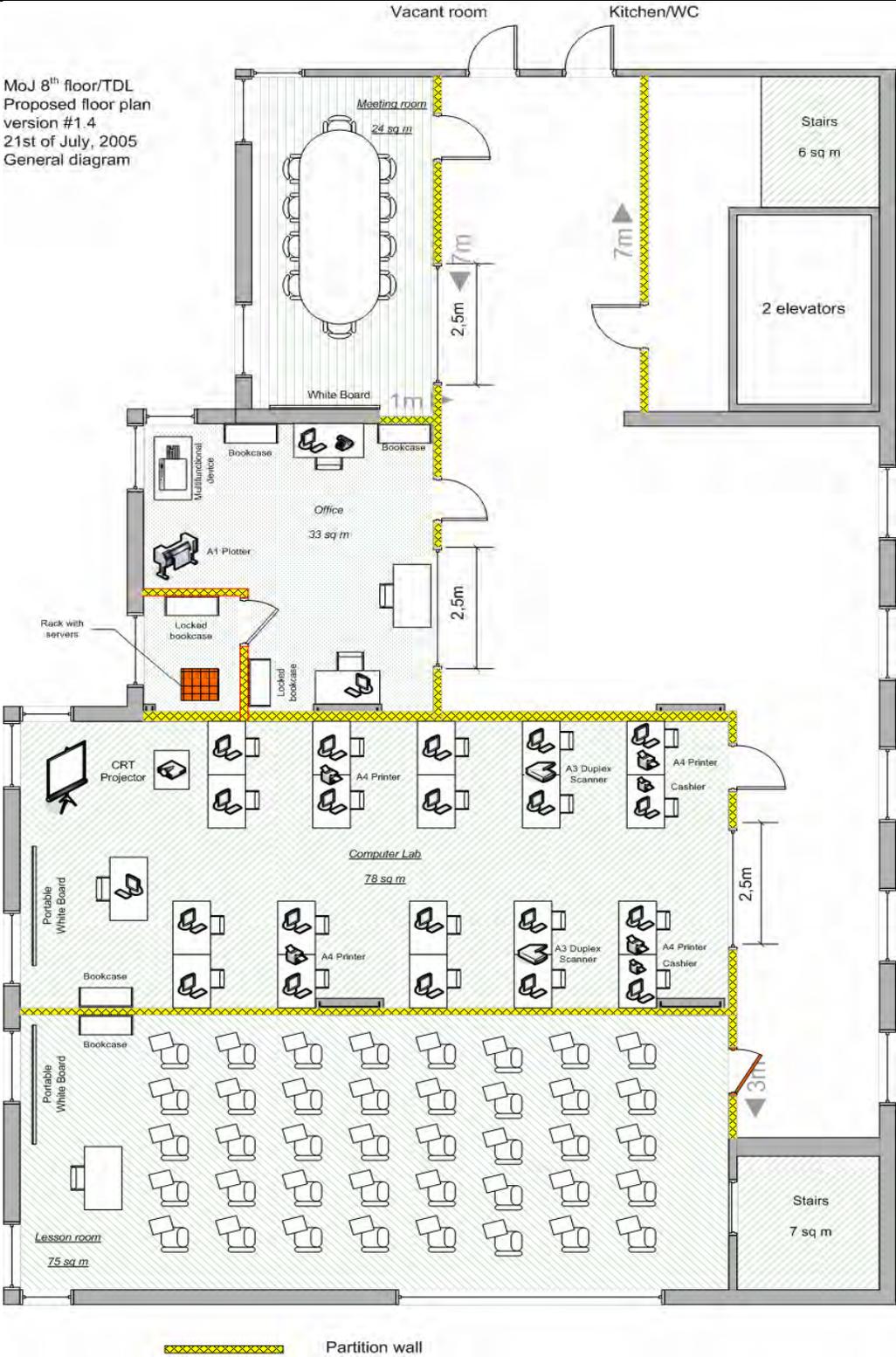
It is customary in Egypt to have a small office kitchen. To accommodate this one small room should be added. Also a WC should be provided on the premises.

All rooms should be equipped with fire extinguishers and rooms should not have any sewage or water supply pipelines.

The following floor-plan examples for the TDL. Please note that these plans are recommended and should be used for budget estimates and determination of required area. The floor plans are based on the space designated in the MOJ building in Giza.

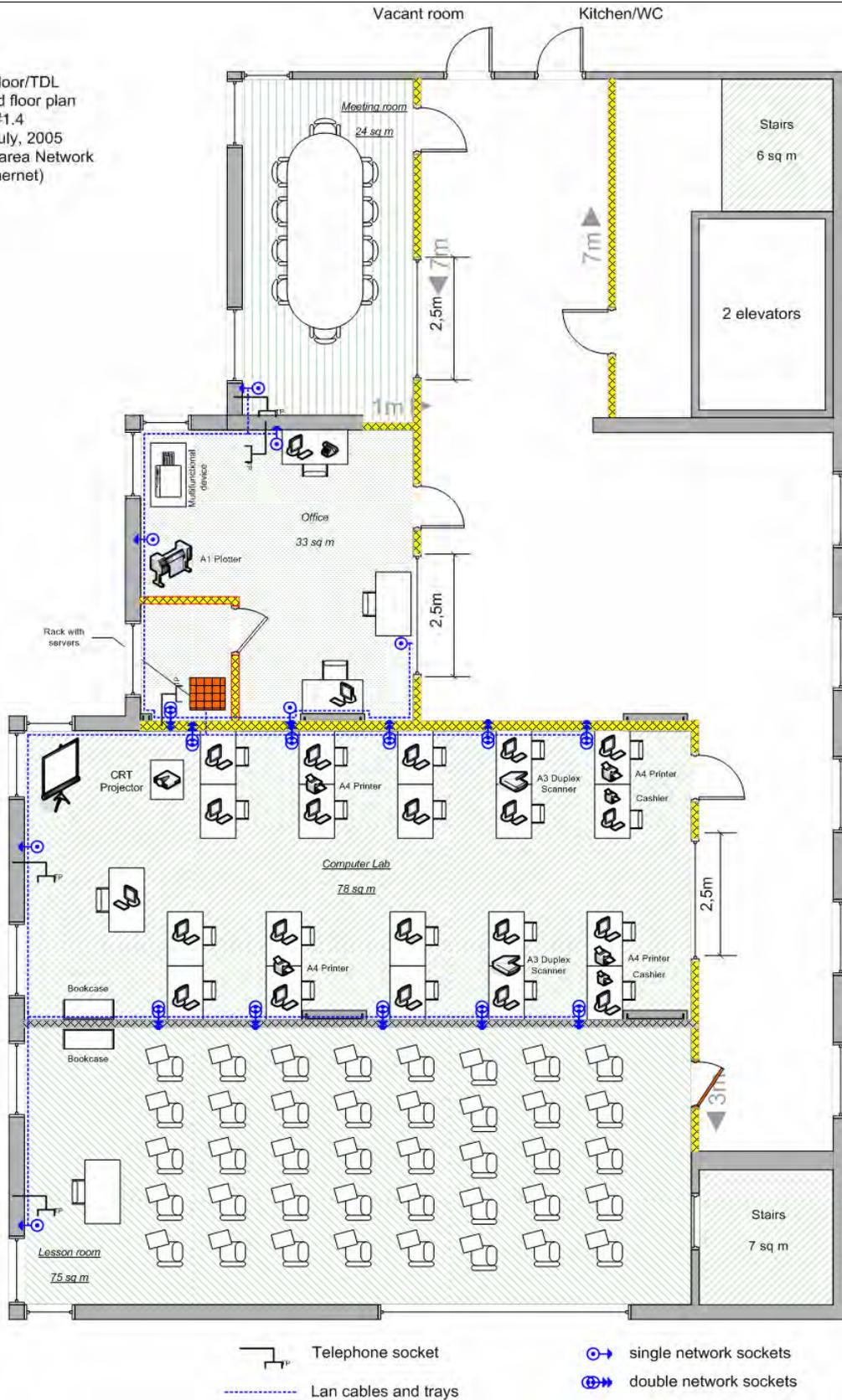


Picture 12. MOJ – Current space 8th Floor



Picture 13. TDL Proposed Floor Plan

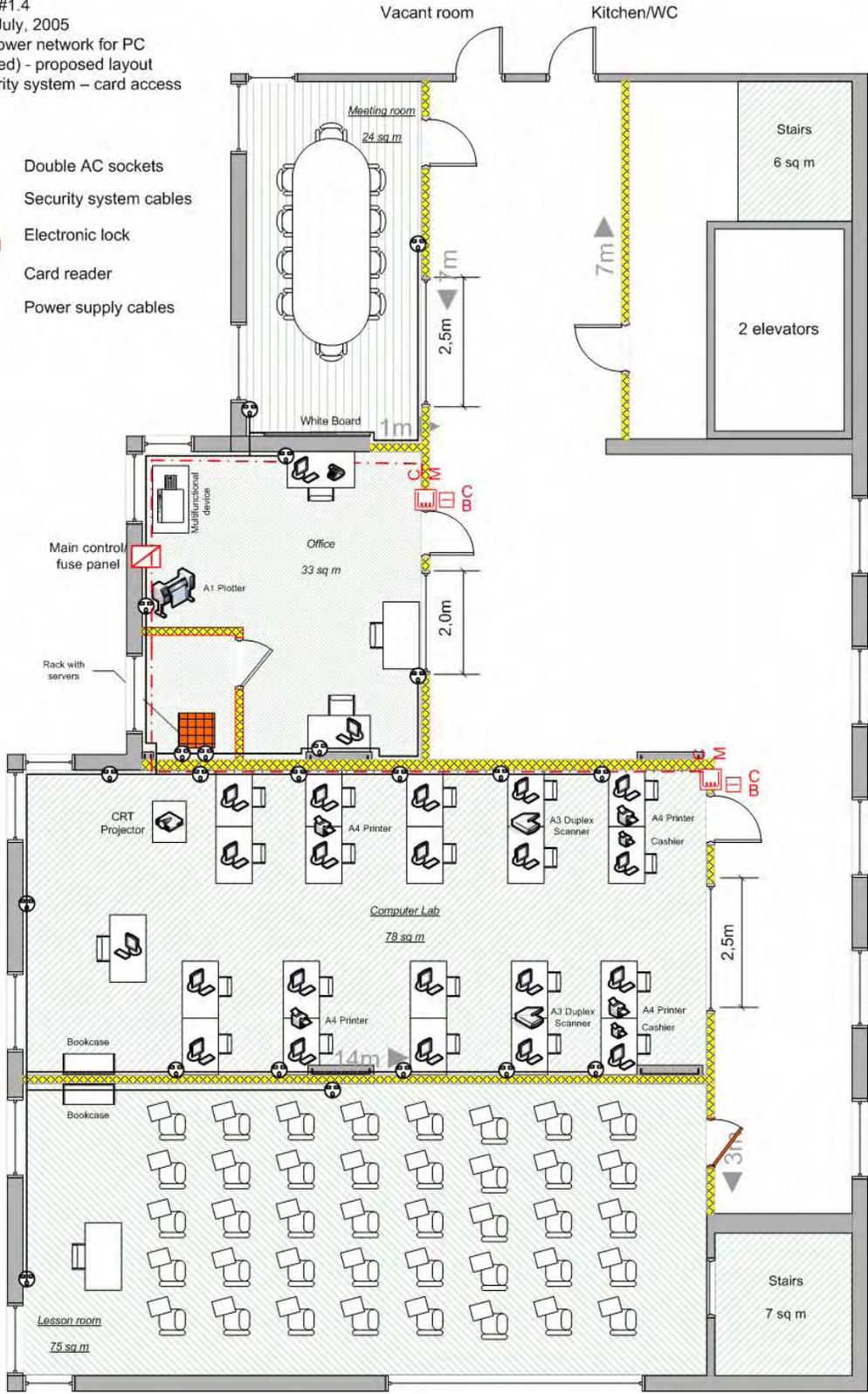
MoJ 8th floor/TDL
 Proposed floor plan
 version #1.4
 21st of July, 2005
 1) Local area Network
 (Fast Ethernet)



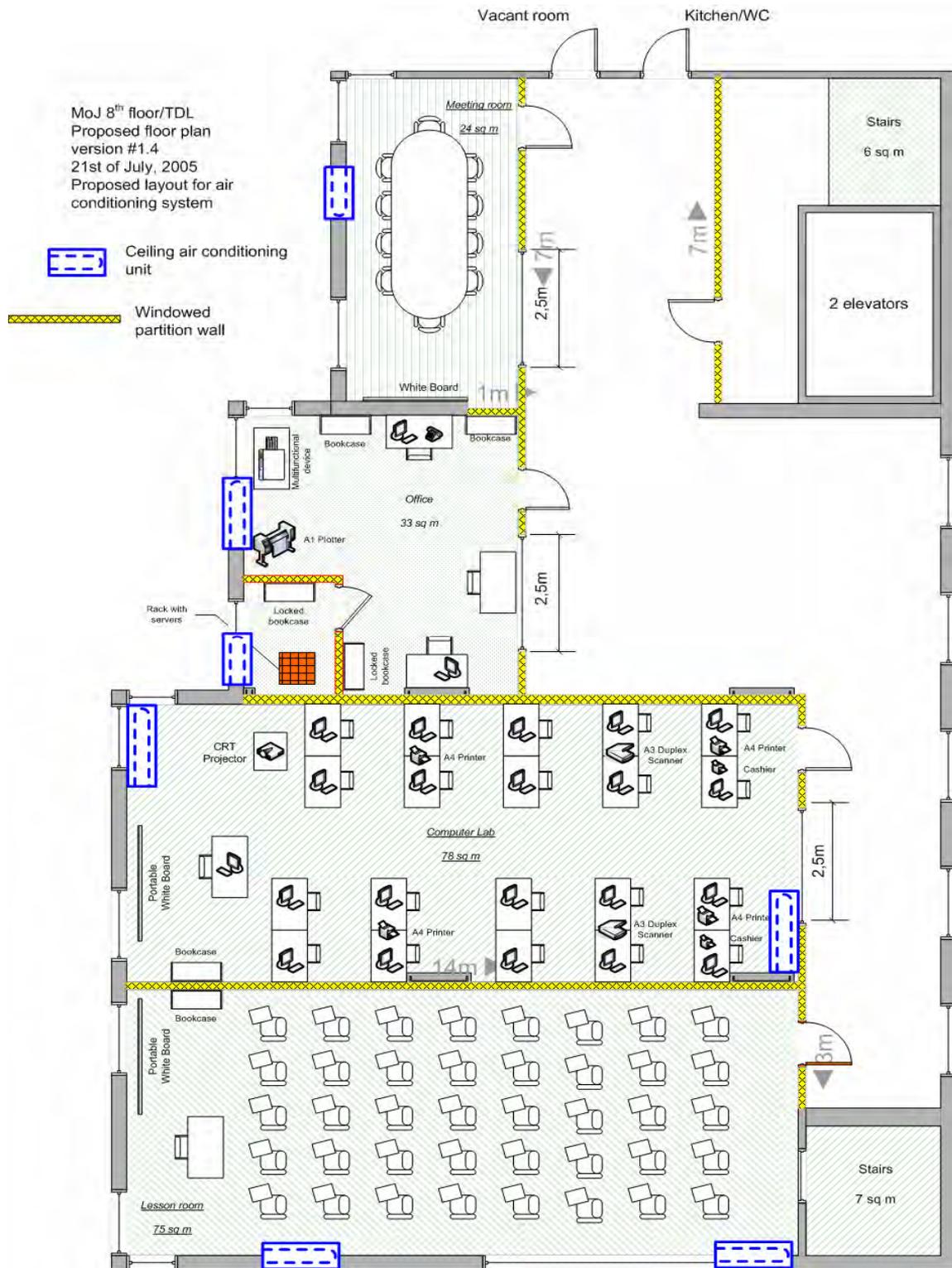
Assessment and Procurement Report – TDL and MROs
Picture 14. TDL Proposed Local Area Network (LAN)
 Technical Report No. 15

MoJ 8th floor/TDL
 Proposed floor plan
 version #1.4
 21st of July, 2005
 1) AC power network for PC
 (grounded) - proposed layout
 2) Security system – card access

-  Double AC sockets
-  Security system cables
-  Electronic lock
-  Card reader
-  Power supply cables



Assessment and Planning for TDL Proposed AC power network
 Picture 15. TDL Proposed AC power network
 Technical Report No. 15
 Supplier can propose better layout of AC power network.



Picture 16. TDL Proposed Air conditioning Layout



Picture 17. MOJ – 8th floor –Existing

2.2.3 Hardware and Equipment

Below is general information about proposed hardware/software.

- 1) The proposed OS platform is Microsoft Windows, which gives the following advantages:
 - a. According to an e-government agreement between the Government of Egypt and Microsoft, all government offices receive certain Microsoft software free of charge.
 - b. A lot of “commercial-of-the shelf” software, developed for Microsoft Windows platform, is readily available in the local market.
 - c. Microsoft software has user-friendly GUI.
 - d. Microsoft has strong presence in Egypt, including a local branch in Cairo, and a network of Microsoft solution providers.
 - e. Microsoft products are Arabized.
- 2) All servers and workstations will be connected into one single Fast Ethernet network with a separate domain controller and database server. For network hardware linking copper wires (cat 5e) will be used. A network switch with full-duplex mode support for all ports is preferable.

- 3) The TDL will have internet access for software updates, remote administration and training on internet technology. This includes an e-mail system on the Microsoft Exchange server.
- 4) For training on general office automation procedures, Microsoft Office software will be used.
- 5) The computer lab will be equipped with scanners and basic laser printers.

Servers

Two servers are proposed for the TDL. One is a domain controller/print server/main file server with RAID-1 support; the second is a database server with RAID-5 support and will host DBMS and registration/cadastré software. At the same time, the second server will be used for IT specialists training and may be configured/reinstalled during system administrators training courses. The registration/cadastré software and databases may be restored from backups, which also might be a part of system administrator training. In other words, the network server will be used to serve training network needs as a domain controller and database server for training purposes.

Servers are rackable and should be installed into 42 units racked together with a network switch, patch panel, 15" monitor panel and UPS.

One external tape device will be used for backup operations and training.

The servers' cost includes a three year next-day-on-site warranty and support policy. This is valid for the U.S. only. The price for such services may be higher in Egypt.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Database Rack Server	CPU: 1 x Pentium Xeon 3.4 GHz 800FSB 2M RAM: 6 x 512Mb ECC Registered HDD: 5 x 72.8 Gb Ultra 320 SCSI 10K ppm Hot pluggable RAID-5 support (smart array controller) LAN: 1 Gbps Ethernet adapter (copper) Media: 1 x DVD/CD-RW drive Power: 2 x Power supply Hot plug No OS preinstalled	1	DBMS server Test/training server 3 years international warranty, next day on site support	\$8 300	\$8 300
2	Network Rack Server	CPU: 1x Pentium Xeon 3.0 GHz 800 FSB 2M RAM: 2 x 1GB ECC Registered HDD: 2 x 146 Gb Ultra320 SCSI 10K ppm LAN: 1 Gbps Ethernet adapter (copper) Media: DVD-RW Redundant Power Supply No OS preinstalled	1	Domain Controller Print/file server Internet gateway 3 years international warranty, next day on site support	\$4 900	\$4 900
3	External tape storage	External DAT 72 SCSI Tape Drive; 36GB native storage capacity 72 Gb compressed Wide Ultra3 SCSI (LVD) interface	1		\$1 000	\$1 000
4	UPS	5000VA USB manageable rack-ready	1		\$2 900	\$2 900
Total						\$17 100

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

NOTE 2: Next day on site support, included in price, is for U.S. only

Networking

The network to be installed is a Windows-based Fast Ethernet network. Windows 2003 Standard Server and Windows Exchange servers will be installed.

One Wi-Fi IEEE 802.1g router with Ethernet switch will be used for guest connections.

An ADSL modem will be installed in order to provide internet access. This gives the additional ability to administer TDL hardware/software externally, update software etc. For Cairo the ADSL connection is the most common and affordable. The subscription fee for ADSL connection is approximately 50 USD per month for 512 Mbps. Note that the TDL will require two telephone lines; one for the modem and the second for telephones. Additional cost will be required if there are no on site telephone lines.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Network Switch	Fast Ethernet Network Switch; 48 ports (Ethernet 10Base-T, Ethernet 100Base-TX) 2 x Ethernet 1000Base-T Ports (copper) Features: Flow control, full duplex capability, layer 3 switching, layer 2 switching, IP-routing, DHCP support, auto-negotiation, ARP support, VLAN support, auto-uplink, IGMP snooping Managed (SNMP 1, SNMP 2, RMON 1, Telnet) Limited lifetime warranty	1		\$900	\$900
2	Modem	ADSL Modem Built-in Router Built-in 4-port Ethernet Switch and Firewall	1		\$100	\$100
3	Wireless Router	Wi-Fi IEEE 802.1g or higher; 108 Mbps; 2 USB ports; 4 Ethernet ports Firewall protection, NAT support, Parental control, Stateful Packet Inspection (SPI) Built-in switch	1	For guests' notebooks	\$150	\$150
4	Patch panel	Category 5, 48 ports	1		\$300	\$300
5	Monitor/Panel	1U Rack-mount 15" LCD Monitor Panel with Keyboard	1		\$1 500	\$1 500
6	Rack	42 units, with fans and temperature sensor	1		\$1 800	\$1 800
7	KVM Switch	1x4 ports; 4*1.5 m extension cables included	1		\$150	\$150
Total					\$4 900	\$4 900

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Workstations

It is recommended there be three types of workstations:

- 1) General training workstations. Sufficient for all and one for the TDL office manager.
- 2) Cadastre workstation: Four workstations with increased memory capacity (up to 1 Gb).
- 3) Power workstation: Two computers with 1 Gb of RAM and DVD\CD-RW. These two will be used by the trainer and system administrator.

All workstation should have an Arabic keyboard.

PC's form-factor – tower or mini tower. This form factor is proposed for convenience. Tower will be installed under table on special PC stand and secured by steel rope.

Workstations

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	General workstation	CPU: 1x Pentium IV 2.8 GHz RAM: 1 x 512 GB DDR-2 non-ECC HDD: 1 x 80 Gb SATA Video 64 RAM LAN: Fast Ethernet On-board Media: DVD Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	17	3 years warranty	\$1 410	\$23 970
2	Cadastre workstation	CPU: 1x Pentium IV 2.8 GHz RAM: 2 x 512 GB DDR-2 non-ECC HDD: 1 x 80 Gb SATA Video 128 RAM LAN: Fast Ethernet On-board Media: DVD Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	4	3 years warranty	\$1 500	\$6 000
3	Power workstation	CPU: 1x Pentium IV 3.06 GHz HT RAM: 2 x 512 GB DDR-2 non-ECC HDD: 1 x 160 Gb SATA Video 128 RAM LAN: Fast Ethernet On-board Media: DVD/CD-RW Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	2	3 years warranty	\$1 570	\$3 140
5	UPS	750 VA, USB	23		\$100	\$2 300
Total						\$35 410

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Peripherals

TDL will be equipped with all necessary peripherals such as:

- 1) Multifunctional device: b&w copier, color scanner, fax, b&w duplex laser printer for office needs and training materials copying/printing.
- 2) A1 color inkjet plotter with stand and paper feeder – print maps and posters for training as well as for model registry offices.
- 3) Simple A4 laser b&w printers for training.
- 4) Barcode scanners. Currently Egyptian identification documents have barcodes so it is proposed to train staff how to use barcode scanners in production.



Picture 18. Egyptian Personal ID card

- 5) Simple A4 color scanners with ADF for training.
- 6) Telephone station (3x8) and 4 extension lines to each room.
- 7) Cashier printers with cash drawers in order to print/imprint receipts and train staff how to use cashiering software.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	A4 flatbed scanner with ADF	Color 600x1200dpi 10 ppm minimum Interface: USB, Parallel	4		\$500	\$2,000
2	Multifunctional device	A4 laser 600 x 600 dpi black&white duplex laser printer/copier/color scanner and fax PORTS: USB, LAN 100Base-T Speed: up to 25 ppm Capacity: at least 10,000 pages per month	1	For large mass of training materials printing/copying	\$2,500	\$2,500
3	A1 InkJet Plotter	A1 4-color plotter (24 inch wide) Print Quality 1200 x 600 dpi PORTS: USB RAM: 32 Mb Printer stand, media bin, Automatic paper feeder	1	1-year next business day onsite	\$3,100	\$3,100
4	Barcode scanner/ Image Reader	Handheld, with holder, 2D image reader, Interface: KBW, RS232 and USB	2		\$670	\$1,340
5	Cashier Printer w/ cash drawer set	Receipt printing, slip imprinting, RS-232 or bi-directional interfaces, with cash drawer	2		\$700	\$1,400
6	A4 B&W Laser Printer	1200&1200 dpi up to 21 ppm (A4) Interfaces: USB, LAN ready	4		\$250	\$1,000
7	UPS	1000 VA	1	For plotter	\$300	\$300
8	Telephone	programmable buttons fixed buttons: Intercom, Conference, Flash/Recall, Auto Answer/Mute, Redial, Hold, Transfer, Speakerphone	4		\$50	\$200
9	Telephone station	3 Line x 8 Extension Room-to-room intercom Room Monitor Conferencing	1		\$400	\$400
10	UPS	750 VA, USB	1	For telephone station	\$100	\$100
Total					\$12,340	\$12,340

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

NOTE 2: Next day on site support, included in price, is for U.S. only

Presentation equipment

Require an overhead projector, flipcharts and whiteboards. It is also necessary to buy one powerful XGA LCD projector with at least 2000 ANSI lumen brightness. Because this projector will be used all day several times per week it should be a durable high-end projector. It is also recommended that extra lamps be purchased for this projector. The projector should have a long connection cable (at least 5 meters) to connect to PC.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	LCD Projector	XGA 1024x768 screen resolution Brightness (Lumens): 3000 ANSI Aspect ratio: 4:3 include addition lamp	1	Optional Wi-Fi IEEE 802.1b	\$3 300	\$3 300
2	Overhead projector	A4/Letter sized at least 2500 lumen	1		\$250	\$250
3	Portable screen for projectors	hi-quality 80 inches portable screen	1		\$450	\$450
Total					\$4 000	\$4 000

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Software

Currently, there is an agreement between the Government of Egypt and Microsoft Corporation that provides government organizations with some Microsoft products free of charge. The agreement's specifics should be clarified before a procurement bid is released. Based on this the total price for some Microsoft products will be deducted from final budget. Products not covered in the agreement can be bought under the Microsoft Open License policy taking into account volume pricing.

#	Item	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Microsoft Server 2003 Standard	1	MUI, Arabic support	\$0	\$0
2	Microsoft Server 2003 Standard + 25 CAL	1	MUI, Arabic support	\$0	\$0
3	Microsoft ISA 2004 Server	1	MUI, Arabic support	\$0	\$0
4	Microsoft Server 2003 Exchange server + 25 CAL	1	MUI, Arabic support	\$0	\$0
5	MS Visio 2003 Standard	1	MUI, Arabic support	\$200	\$200
6	MS Project 2003 Standard	1	MUI, Arabic support	\$600	\$600
7	MS Office 2003 Standard	23	MUI, Arabic support	\$0	\$0
8	PC Anywhere Host + 5 users	1		\$800	\$800
9	VERITAS Back-Up Exec 10 for Windows Server	2		\$800	\$1 600
10	VERITAS Back-Up Exec 10.0 for Windows Servers Agent for Microsoft Exchange Servers	1		\$1 000	\$1 000
11	Symantec Client Security Business Pack - (v. 3.0) - complete package - 25 Clients	1		\$960	\$960
12	Adobe Acrobat 7.0 Professional	1		\$450	\$450
13	CorelDraw 12 Graphics Suite	1		\$400	\$400
Total				\$6 010	\$6 010

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Services

The services costs are the most approximate part of budget because:

- It is not yet officially defined where the TDL will be located.
- The condition and required renovations of the TDL are not yet known.

EFS assumes that the space provided will be in poor condition and therefore will require a complete site renovation, and network and security system installation. It is highly likely, based on verbal agreements with the MOJ that the TDL will be located in a MOJ building in Mesaha Square, Giza, on the 8th floor.

The budget presented below is very approximate and should be updated by a qualified building expert after a detailed site inspection is conducted.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Rooms renewal	1) Install antistatic vinyl/metal double pane walls with windows 2) Install reinforced doors 3) Install lighting units 4) Refloor a room with laminated flooring 5) Install curtains	1	Should include costs for all materials and labor	\$20 000	\$20 000
2	AC power supply network preparation	Install trays, Set up cables and AC sockets, Install main control panel	1	Should include costs for all materials and labor	\$2 000	\$2 000
3	Telephone lines installation	1) Order 2 lines; 2) Install lines	1	Should include costs for all materials and labor	\$900	\$900
4	Security system installation	access card system: 10 proximity cards 2 HID readers two doors with electronic locks one control unit	1	Should include costs for all materials and labor	\$1 500	\$1 500
5	Air Conditioning	Install air conditioners: 1) 4 power units for 80 sq. m. room (2 in each room) Cooling capacity: 7 kW (nominal) 2) 3 units for 10-20 sq. m. rooms Cooling capacity: 3 kW (nominal)	1	Should include costs for all materials and labor	\$9 500	\$9 500
6	Local Area Network preparation services	Install trays; Set up Cat 5 cables Set up sockets	1	Should include costs for all materials and labor	\$2 000	\$2 000
Total					\$35 900	\$35 900

**NOTE: All service costs are Egyptian prices and include taxes and shipping costs.
Costs are received from local companies and valid as of the 15th of July, 2005.**

Furniture

Furniture costs local market prices and include delivery and installation costs.

Furniture recommendations:

- 1) Trainees' tables should include a PC stand underneath to secure the computer tower.
- 2) Lecture chairs should have special writhing pad.
- 3) At least one lockable steel bookcase is required to secure supplies.
- 4) A portable projector screen at least 60" wide. Due to anticipated high use the screen should be of a durable and high quality.
- 5) A wheeled trolley to hold and move data/overhead projectors.

As it is assumed that furniture will be procured in a separate bid it is not included in the main hardware bid.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Trainee's table	1,1m x 0,65m "c"- shaped legs, with back side has stand for PC tower	23		\$160	\$3 680
3	Lecture chair	with writing pad	25		\$90	\$2 250
4	Drawers unit	portable, 4 drawers (one locked)	3		\$125	\$375
5	Meeting oval table	3,5 m x 1,5 m	1		\$350	\$350
6	Chair type 1	w/o arms	36		\$50	\$1 800
7	Chair type 2	with wheels; w/o arms	23		\$75	\$1 725
8	Bookcase type 1	3 sections, 4 shelves in each section l2,5m x d0,45m x h2m	1		\$400	\$400
9	Bookcase type 2	with glass, 5 shelves L1m x D0,45m x H2m	2		\$300	\$600
10	Bookcase type 3	steel, with lock, 4 shelves L1m x D0,45m x H2m	2	to secure suppliers	\$450	\$900
11	Portable whiteboard	size 1,2m x 2,4m, magnetic	2		\$240	\$480
12	Whiteboard	wall mounted, size 1,2m x 2,4m, magnetic	2		\$60	\$120
13	Power strip	external, 5 AC sockets; Circuit breaker; voltage regulator	15		\$20	\$300
14	Flip chart	A1 format (0,7m x 1m)	3		\$80	\$240
15	Projector trolley	0,8m x 0,4m, with wheels	1		\$100	\$100
					Total	\$13 320

NOTE: All furniture prices are Egyptian prices and include taxes and shipping costs.

Supplies

Supplies include internet access, paper and cartridges for printers/plotters and media. Some extra costs may be required for office stationery, but this is not part of the current procurement.

It is assumed that supplies will be bought separately and are not included in the main hardware bid. The budget is for annual supply expenditure estimates.

It should be clearly stated in the final bid that all proposed hardware supplies should be readily available in the local market

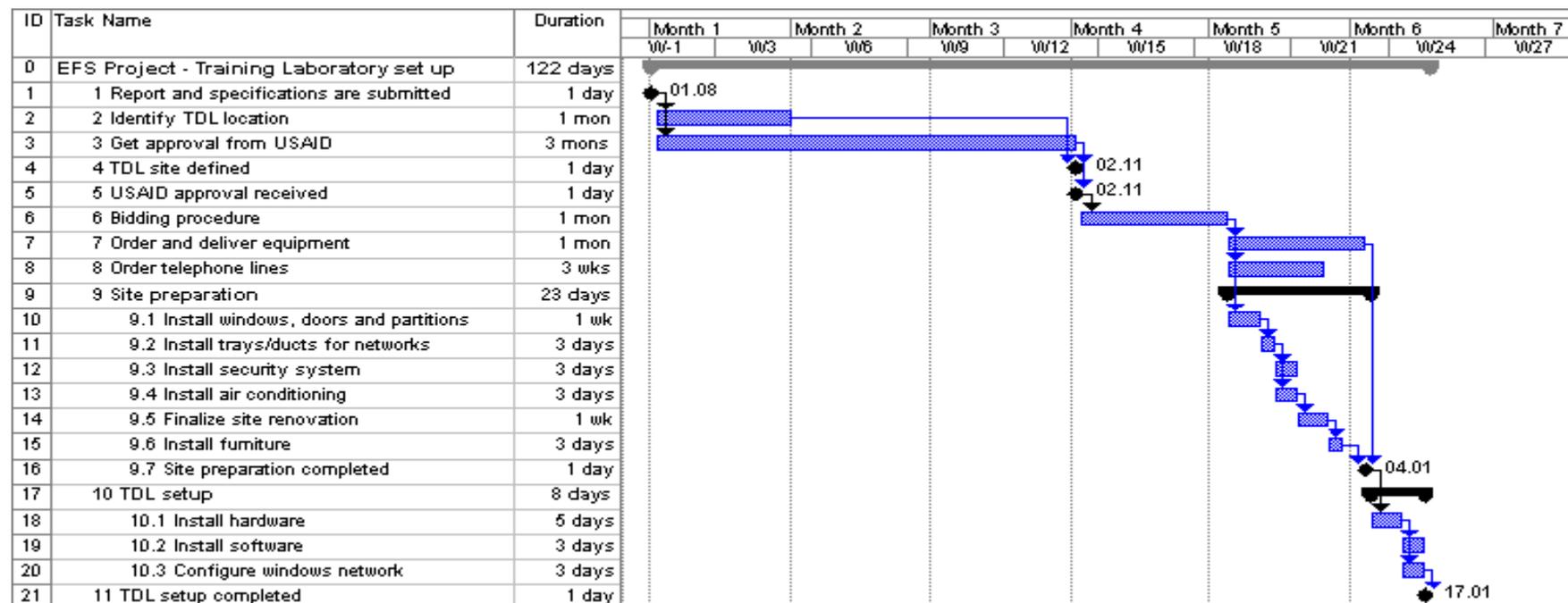
(Cairo).

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	DVD-R disks	10-disks set	2		\$20	\$40
2	Tape	DAT 72 tape	27		\$20	\$540
3	CD-R disks	25 disks set	8		\$15	\$120
4	CD-RW	25 disks set	1		\$30	\$30
5	A4 paper	500 sheets	100		\$7	\$700
6	A4 Transparent Film	50 sheets	10		\$25	\$250
7	A3 paper	500 sheets	4		\$20	\$80
8	Cartridges for inkjet plotter	4 cartridges set black/cyan/magenta/yellow Capacity: 1300 A1 pages	2		\$160	\$320
9	24" coated paper roll	30 meters	10		\$30	\$300
10	Cartridges for A4 B&W laser printer	6 000 pages	4		\$150	\$600
11	A1 notepad for flipcharts		20		\$15	\$300
12	Multifunctional device cartridge	6000 pages	5		\$98	\$490
13	Internet access	App. 50\$ per month, ADSL, 512 Kbps	1		\$600	\$600
					Total	\$4 370

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

2.2.4 Implementation schedule

Below is the projected TBL implementation schedule:



Picture 19. TDL estimated implementation schedule

Note: The main milestone is to identify the designated physical site for the TDL and receive USAID approval.

2.2.5 Maintenance and support

It is recommended that the following be taken into account regarding maintenance and support activities:

- 1) The RFP should clearly state that it that bidders should have strong presence in Greater Cairo in order to fulfill warranty obligations in a timely fashion.
- 2) It is recommended that additional service agreements be signed that ensure the suppliers obligation to provide “next day on site support” for a four-year period (life of the EFS project). This applies to all electronic hardware (servers, plotter, multifunctional device, printers, scanners, projectors etc.).

Service agreements should include the following options:

Remote problem diagnosis and support. The supplier’s technical support team should try to remotely isolate a problem and facilitate resolution the same day a problem is reported. This can be done either by phone or by, if available, a remote management tool.

Next business day onsite response. For issues that cannot be resolved remotely, an authorized representative, after the assistance request is made, should visit the site the next working day. The representative should return the hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage should include all required parts and materials.

Coverage window options. Standard business hours, standard business days: service is available 8:00 am - 5:00 pm, excluding holidays.

2.3 Model Registration Office

The proposed ideal layout for the model registry offices in Nasr City and Maadi is based on the assumption that the number of all transactions will not exceed 150 per day. Once a detailed analysis of the current situation is completed the price values for transactions per day and the number of properties in pilot areas will be calculated. Also, the MRO layout can be reviewed and, if necessary, adjusted.

The following is a list of basic staffing needs for the model registry offices.

- Public clerk (1 person). Answers questions from incoming applicants and public users. This role includes support to visitors working with public access terminals.
- Document/application intake clerk (1-2 persons). Receives and makes an initial review of applications.
- Cashier clerk (1 person). Calculates fees with the use of cashiering software and accept payments.
- Document scanning operator (1 person). Scans incoming/outgoing documents. Batch scanning is used to speed up process.

-
- Indexing/data entry (2 persons). Enters property/ party/right data from documents into title registry system/database.
 - Technical investigator (2 persons). Checks transaction validity, print documents.
 - Registrar (1 person). Makes final decision on registration, signs and seals documents.
 - Delivery clerk (2 person). Delivers all documents to applicants.
 - Notary (1 person). On-site notarization support, normally for all types of transfer agreements.
 - Notary clerk (1 person). Notary's assistant.
 - System administrator (1 person). Provides hardware/software support to office.
 - Secretary (1 person). Assists Registrar.

Again, the number of persons, dedicated to each role, is approximated and based on the assumption that transactions per day will not exceed 150. It is also assumed that personnel will be fully trained and familiar with computer/office hardware as well as relevant title registration system software.

During the project's operation additional space for EFS project staff/consultants (up to four persons) will be required. Later, when the number of transactions increases, this space will be redistributed to provide for increased staff directly involved in the registration process.

The following deliverables are expected once the model registry offices are established:

- Renovated and furnished premises for three main areas: public area, office space and an archive area.
- Workstations, servers and public access terminals joined into a one Gigabit local area network operating on a Windows domain.
- All necessary printing and scanning equipment.
- Internet access protected by hardware firewalls and equipped for remote administration and software updates.
- An air conditioning system.
- A simple card-access based office security system.

2.3.1 Estimated budget

The following is an estimated MRO budget for one office. Costs for furniture and services are estimated for an ideal open-space premises. Estimates should be updated according to the actual site condition and area.

All prices for hardware and software are US prices from the manufacturer/provider web-sites. Prices do not include taxes and shipping costs.

Prices for furniture and services are local market prices (Egypt). Prices include labor, shipping costs, all costs for materials and tax.

Estimated budget for equipment/services

v1.3, July 2005

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$18 750	\$0	\$0	\$0	\$18 750
2	Networking	\$7 350	\$0	\$0	\$0	\$7 350
3	Workstations	\$35 700	\$0	\$0	\$0	\$35 700
4	Peripherals	\$15 790	\$0	\$0	\$0	\$15 790
6	Software	\$5 560	\$0	\$0	\$0	\$5 560
8	Services	\$48 700	\$0	\$0	\$0	\$48 700
9	Furniture	\$24 050	\$0	\$0	\$0	\$24 050
7	Supplies	\$5 555	\$5 555	\$5 555	\$5 555	\$22 220
Total						\$178 120

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs.

Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Estimated prices for service agreements (25% from initial equipment costs)

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$4 688	\$4 688	\$4 688	\$4 688	\$18 750
2	Networking	\$1 838	\$1 838	\$1 838	\$1 838	\$7 350
3	Workstations	\$8 925	\$8 925	\$8 925	\$8 925	\$35 700
4	Peripherals	\$3 948	\$3 948	\$3 948	\$3 948	\$15 790
Total						\$77 590

Total budget (4 years), USD: \$255 710

2.3.2 MRO Floor Plan

At the time of this assessment designated MRO sites were not finalized. Because of this floor plan and space-specific budgets (for services and furniture) are proposed for an “ideal” space.

Regardless, this floor plan is an important document for the client and can be used to identify initial space requirements and find a comparable space in the pilot areas.

General space recommendations

It is estimated that an area of at least 350 sq. m. is required for the MRO. This area may be increased to 400 sq. m. depending on the actual layout of the spaced provided.

It is highly recommended that the MRO be on the ground floor. A large room/area should be available immediately following the main entrance. This area will serve as a waiting room and provide a convenient area to submit applications. The main office area should be closed to any visitors. For this purpose, a card-based access system will be installed.

Rooms with servers and archives should not have any sewage or water supply pipelines. It is also recommended that these rooms be without windows.

Office rooms should be air conditioned. This also may require changes to windows and doors. Public rooms may have air conditioning as well, but this will depend on the actual configuration and location of the MRO. A ceiling fan may prove sufficient for this room.

All internal office doors should be reinforced and have windows. Vinyl/aluminum double-paned windows are recommended to cut down on external noise.

Floors in offices should be covered with special laminated flooring or linoleum. If linoleum is used, it should be durable enough to withstand chairs with wheels used by staff. Carpet is not recommended.

All rooms should be equipped with fire extinguishers.

Though it is not common in Egypt to have a grounded AC power network it is recommended to avoid short circuits and subsequent hardware damage. When new AC power cables are installed the network should be grounded and all sockets should be compatible with three-pin plugs. If this is not available, AC power network grounding will require the creation of a special well in the building’s basement.

The office area should be secure. At a minimum it is recommended to install a card-based security system with HID readers. Card readers should be installed at doors to the archive, the server room and on doors leading from public area to office areas.

Public room/waiting area

This room should be located immediately following the main entrance. The public area will be separated from other office space by a brick wall. The application delivery/submission area will be separated by windowed partitions. Doors from the public area to office premises should be secured by card access system.

Informational posters with instructions and examples on application rules/requirements will be placed on walls. This will reduce number of questions asked by visitors.

Sitting areas will be provided in the public area. A durable metal chair fixed in place is recommended. Too long, durable counter spaces accessible from both sides will be installed for visitors to complete forms/applications. Instructions on how to fill-in applications will be located in room. It should be.

A special area for public services will be set up. This will include two public terminals and a separate space for the public clerk. The public clerk is responsible for providing information and explaining how to use the terminals. The public clerk should have a separate telephone where applicants can call in and clarify the status of submitted transaction applications.

The submission/cashier/delivery area will be located opposite to the public terminals and will be separated by a windowed partition.

Notary rooms will be adjacent to the public area.

Notary office

On-site notarization support will be provided at the model registration office. The current layout proposes a two-room notary office space. The notary's archive will be located within the main registry archive. It is not anticipated that notary documents will be stored for long periods of time at the MRO. After a specified period documents will be transferred to the district's main notary office.

The notary's room will have a separate secured door leading directly to the main office area.

Office space

Office premises should be spacious and divided by low partitions. It is anticipated that over time the number of transactions will increase and thus the office will require more staff. It is therefore advisable that there be some readily available extra space at the MRO to allow for an increase in transactions.

Server room

The server room should be isolated from all other office space and have a separate air conditioner.

Archive

The area designated as the archive should be at least 60 sq. m. It is expected that the MRO will continue to operate after the EFS project concludes, so it is advisable to have space reserved for archives.

For now it is advisable to divide the archive area into three parts:

- 1) Temporary notary storage. This area will store all books and documents for a couple of years or before they are sent to the district's main notary archive.
- 2) Office storage. All MRO internal documents (in metal files), registration books etc.

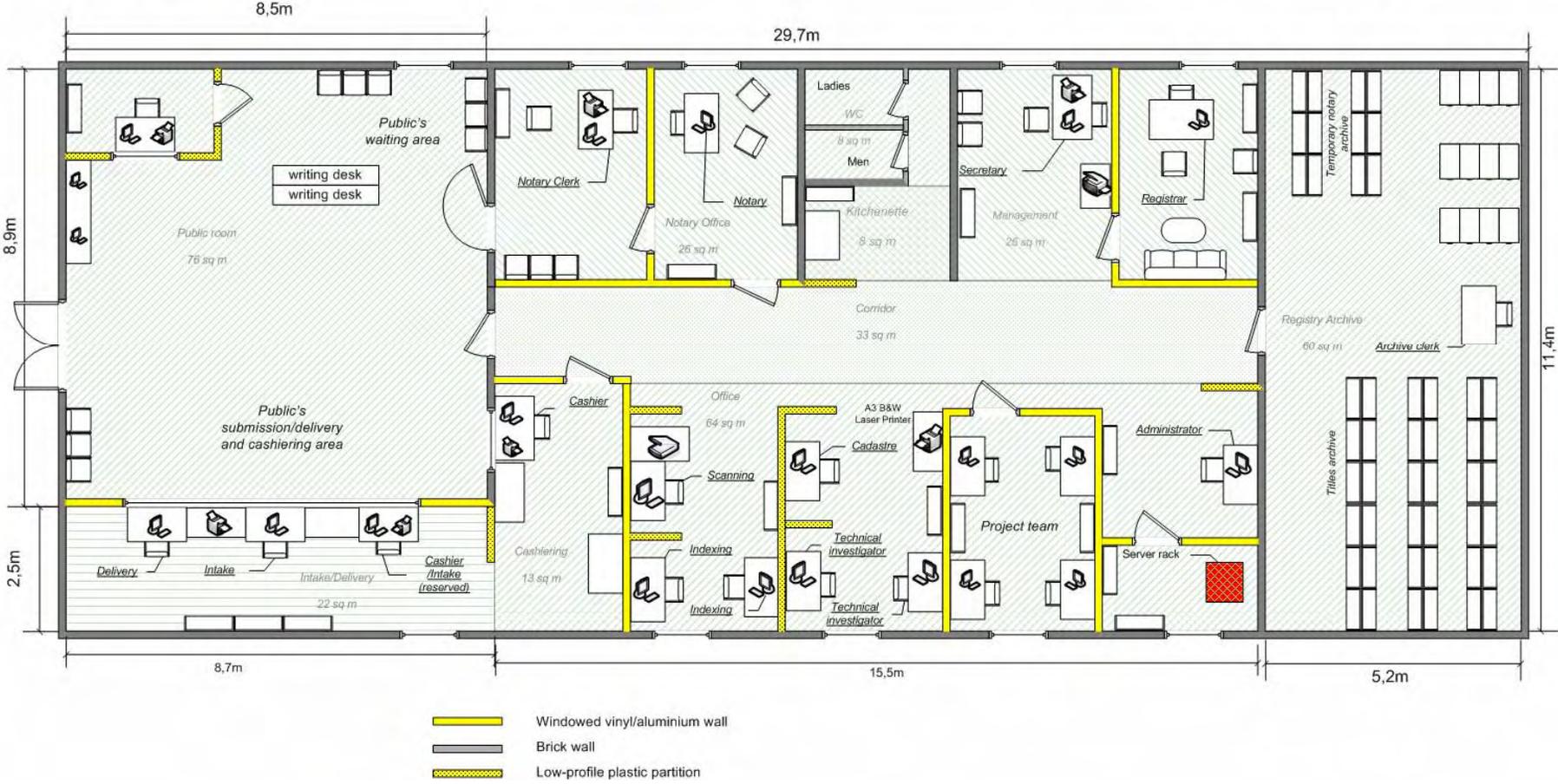
3) Titles storage. Property files, applications-related documents and title originals.

It has not yet been concluded what specific document will be stored, for how long, nor how many property units will be covered by the MRO. It may happen that by the end of the EFS project or earlier the archive area will require additional space. This eventuality should be taken into consideration when the MRO sites are chosen.

Below are MRO proposed ideal floor plans. Please note that this plan is not final and should be used for estimation of budget and determination of required area. When MRO sites are designated, all plans and budgets should be reviewed and, if needed, adjusted. To do this, it is necessary to engage a qualified builder company to prepare an estimate budget for the site.

Model Registration Office –
Proposed design (ideal space)
Overview

DRAFT
version #1.4
July, 2005



Picture 20. MRO ideal floor plan – Overall diagram

2.3.3 Hardware and Equipment

Below is general information about proposed hardware/software.

- 6) The proposed OS platform is Microsoft Windows, which gives the following advantages:
 - a. According to an e-government agreement between the Government of Egypt and Microsoft, all government offices receive certain Microsoft software free of charge.
 - b. A lot of “commercial-of-the shelf” software, developed for Microsoft Windows platform, is readily available in the local market.
 - c. Microsoft software has user-friendly GUI.
 - d. Microsoft has strong presence in Egypt, including a local branch in Cairo, and a network of Microsoft solution providers.
 - e. Microsoft products are Arabized.
- 1) All servers and workstations will be joined to one single 1 gigabit network with a domain controller and database server. Networking hardware will use copper wires (cat 5e or Network switch with full-duplex mode support for all ports is preferable).
- 2) The MRO will have internet access for software updates, remote administration. A VPN will be installed between the MRO and Cairo EPO for secured data exchange.
- 3) The mail system will be based on Microsoft Exchange server.
- 4) For general office automation procedures, Microsoft Office software will be used.
- 5) Computer lab will be equipped with A3/A4 scanners and A4/A3 laser printers.

Servers

Two servers are proposed for the MRO. One is a domain controller/print server/main file server with RAID-1. The second is a database server with RAID-5 support and will host DBMS and registration/cadastre software.

Servers are rackable and should be installed in 42 units together with a network switch, patch panel and UPS.

One external tape device will be used for backup operations.

Servers' costs include a three-year next-day-on-site warranty and support policy. As this is only valid for the U.S. service prices may be higher in Egypt.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Network Rack Server	CPU: 1x Pentium Xeon 3.0 GHz 800 FSB 2M RAM: 2 x 1GB ECC Registered HDD: 2 x 146 Gb Ultra320 SCSI 10K ppm LAN: Dual 1 Gbps Ethernet adapter (copper) Media: DVD Redundant Power Supply No OS Preinstalled	1	Domain Controller Print/file server Internet gateway 3 years international warranty, next day on site support	\$4 850	\$4 850
2	Database Rack Server	CPU: 2 x Pentium Xeon 3.2 GHz 800FSB 2M RAM: 2 x 1GB + 2 x 512Mb ECC Registered HDD: 6 x 146.8 Gb Ultra 320 SCSI 10K ppm Hot pluggable RAID: Smart array controller for RAID-5 support Hot plug drive cage LAN: Dual 1 Gbps Ethernet adapter (copper) Media: 1 x DVD-RW drive Power: 2 x Power supply Hot plug Server remote management software Keyboard, Mouse No OS Preinstalled	1	DBMS server 3 years international warranty and next day on site support	\$10 000	\$10 000
3	External tape storage	External DAT 72 SCSI Tape Drive; 36GB native storage capacity 72 Gb compressed	1		\$1 000	\$1 000
4	UPS	5000VA USB manageable rack-ready	1		\$2 900	\$2 900
Total					\$18 750	\$18 750

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Networking

The network is a Windows-based network with 1 Gbps speed and full duplex-mode support. An ADSL modem will be installed in order to provide internet access. This also allows for software updates and administering MRO hardware/software from an external location. In Cairo, the ADSL connection is the most common and affordable. The current subscription fee for an ADSL connection is approximately 50 USD per month for 512 Mbps. It should be noted that the MRO will require three telephone lines: one for the modem and two for telephones. Therefore, it is assumed that additional expenditure will be required if there are no telephone lines available on site.

Hardware firewall is required for network protection.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Network Switch	1 Gbps Network Switch; 48 ports (Ethernet 10Base-T, Ethernet 100Base-TX, Ethernet 1000Base-T) Features: Flow control, full duplex capability, DHCP support, auto-negotiation, VLAN support, auto-uplink Managed (SNMP 1, SNMP 2, RMON 1, Telnet, HTTP) Limited lifetime warranty	1		\$3 500	\$3 500
2	Hardware Firewall	Communication Mode: Half-duplex, full-duplex Data Link Protocol: Ethernet, Fast Ethernet Features: Firewall protection, DHCP support, NAT support, VPN, PAT support, VLAN support, DoS attack prevention Network/Transport Protocol: TCP/IP, UDP/IP, IPSec	1		\$3 500	\$3 500
3	Patch panel	Category 6, 48 ports	1		\$300	\$300
4	Monitor/Panel	1U Rack-mount 15" LCD Monitor Panel with Keyboard	1		\$1 500	\$1 500
5	Rack	42 units, with fans and temperature sensor	1		\$1 800	\$1 800
6	KVM Switch	1x4 ports; 4*1.5 m extension cables included	1		\$150	\$150
7	Modem	ADSL Modem Built-in Router Built-in 4-port Ethernet Switch and Firewall	1		\$100	\$100
Total						\$7 350

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Workstations

Three workstation types are proposed:

- 4) General workstations. Suitable for almost all roles.
- 5) Cadastre/scanning workstation. Two workstations with an increased amount of RAM (up to 1, 5 Gb).
- 6) Public access terminals. Two basic computers for public users.

All workstations should have an Arabic keyboard.

PC's form-factor – tower or mini tower.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	General workstation	CPU: 1x Pentium IV 3.06 GHz HT RAM: 2 x 512 Mb non-ECC HDD: 1 x 80 Gb SATA Video 64 RAM LAN: 1 x 1 Gbps Ethernet adapter Media: DVD Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	18	3 years international warranty and next day on site support	\$1 550	\$27 900
2	Public access workstation	CPU: 1x Celeron 2.4 GHz RAM: 1 x 512 Mb non-ECC HDD: 1 x 40 Gb SATA Video - Integrated LAN: 1 x 100 Mbps Ethernet adapter Media: CD-ROM Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	2	3 years international warranty and next day on site support	\$1 150	\$2 300
3	Scanning station/Cadastre	CPU: 1x Pentium IV 3.06 GHz HT RAM: 3 x 512 Mb non-ECC HDD: 1 x 80 Gb SATA Video 128 RAM LAN: 1 x 1 Gbps Ethernet adapter Media: DVD Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	2	3 years international warranty and next day on site support	\$1 600	\$3 200
4	UPS	750 VA, USB	23	one extra UPS for telephone station	\$100	\$2 300
Total						\$35 700

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Peripherals

All necessary office equipment will be procured, including:

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	A3 flatbed duplex Scanner with ADF	Resolution: 600 x 600 Optical, Capacity: 30 ppm minimum Connectivity: Ultra SCSI and USB 2.0 1 year on site next day response	1	high productivity scanner	\$5 500	\$5 500
2	A4 flatbed scanner with ADF	Color 600x1200dpi 10 ppm minimum Interface: USB, Parallel	1		\$500	\$500
3	Copier	A3/A4 B&W copier up to 20 ppm Copy Resolution: 600 x 600 dpi	1		\$1 500	\$1 500
4	Multifunctional device	A4 laser 600 x 600 dpi black&white laser printer/copier/color scanner and fax PORTS: USB Speed: 16 ppm	1		\$300	\$300
5	Barcode scanner/ Image Reader	Handheld, with holder, 2D image reader, Interface: KBW, RS232 and USB	2		\$670	\$1 340
6	Cashier Printer w/ cash drawer set	Receipt printing, slip imprinting, RS-232 or bi-directional interfaces, with cash drawer	2		\$700	\$1 400
7	A4 B&W Laser Printer	1200 x 1200 dpi up to 21 ppm (A4) duplex support Interfaces: USB, LAN ready Capacity: 10000 pages per month	4		\$500	\$2 000
8	A3 B&W Laser Duplex Printer	1200 x 1200 dpi 20 ppm duplex support USB, LAN ready Capacity: 65000 pages per month	1		\$2 600	\$2 600
9	Telephone	programmable buttons fixed buttons: Intercom, Conference, Flash/Recall, Auto Answer/Mute, Redial, Hold, Transfer, Speakerphone	5		\$50	\$250
10	Telephone station	3 Line x 8 Extension Room-to-room intercom Room Monitor Conferencing	1		\$400	\$400
					Total	\$15 790

**NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs.
Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.**

Software

Currently, there is an agreement between the Government of Egypt and Microsoft Corporation that provides government organizations with specified Microsoft products free of charge. The agreement's specifics should be clarified before a procurement bid is released. Based on this, the total price for some Microsoft products will be deducted from the final budget. Products not covered in the agreement can be bought under the Microsoft Open License policy taking into account volume pricing.

Software

#	Item	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Microsoft Server 2003 Standard + 25 CAL	1	MUI, Arabic support	\$0	\$0
2	Microsoft Server 2003 Exchange server + 25 CAL	1	MUI, Arabic support	\$0	\$0
3	MS Visio 2003 Standard	1	MUI, Arabic support, for consultants	\$200	\$200
4	MS Project 2003 Standard	1	MUI, Arabic support, for consultants	\$600	\$600
5	MS Office 2003 Standard	22	MUI, Arabic support	\$0	\$0
6	PC Anywhere Host + 10 users	1		\$1 400	\$1 400
7	VERITAS Back-Up Exec 10 for Windows Server	2		\$700	\$1 400
8	VERITAS Backup Exec 10.0 for Windows Servers Agent for Microsoft Exchange Servers	1		\$1 000	\$1 000
9	Symantec Client Security Business Pack - (v. 3.0) - complete package - 25 Clients	1		\$960	\$960
				Total	\$5 560

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Registration software and database management systems are not a part of this procurement.

Services

The services costs are the most approximate part of budget because:

- It is not yet officially defined where the TDL will be located.
- The condition and required renovations of the TDL are not yet known.

It can be assumed that the space provided in poor condition and require renovation. Thus services include complete site renovation, network and security system installations.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Site preparation	1) Install vinyl/aluminium windows 2) Install reinforced doors 3) Install lighting units 4) Refloor a room with antistatic laminated flooring 5) Install curtains	1	Should include costs for all materials and services	\$30 000	\$30 000
2	AC power supply network preparation	1) Install trays/ducts, 2) Set up cables and AC sockets, 3) Install main control panel	1	Should include costs for all materials and services	\$2 000	\$2 000
3	Telephone lines	order and install 3 lines	1	Should include costs for all materials and services	\$1 200	\$1 200
4	Security system installation	card access system	1	Should include costs for all materials and services	\$1 500	\$1 500
5	Air Conditioning	Install air conditioners	1	Should include costs for all materials and services	\$12 000	\$12 000
6	Local Area Network preparation services	Install trays; Set up Cat 6 cables Set up sockets	1	Should include costs for all materials and services	\$2 000	\$2 000
Total					\$48 700	\$48 700

**NOTE: All service costs are Egyptian prices and include taxes and shipping costs.
Costs are received from local companies and valid as of the 15th of July, 2005.**

Furniture

Furniture costs local market prices (Cairo) and include delivery and installation costs. All furniture will be purchased locally.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Table	1,2m x 0,7m "c"- shaped legs, with back side	22		\$160	\$3 520
2	Side table	1m x 0,5	6		\$100	\$600
4	Drawers unit	4 drawers, one with lock	22		\$125	\$2 750
5	Triple chair	three chair in row, from metal or plastic	3	for public users for waiting	\$60	\$180
6	Chair type 1	w/o arms	8		\$50	\$400
7	Chair type 2	with wheels; with arms	22		\$85	\$1 870
8	Archive shelves	3 sections, 4 shelves in each section l2,5m x d0,45m x h2m	17		\$400	\$6 800
9	Bookcase type 2	with glass, 5 shelves l1m x d0,45m x h2m	16		\$300	\$4 800
10	Handling File	Metal, 4 drawers	12		\$100	\$1 200
11	Bookcase type 3	steel, with lock, 4 shelves l1m x d0,45m x h2m	2	to secure suppliers	\$460	\$920
12	Counter	size 0,4m x 1,2m	4	to fill in applications	\$150	\$600
13	Counter w/ section	size 0,4m x 1,2m counter with lockable section	2	for public access terminals	\$155	\$310
14	Power strip	external, 5 AC sockets; Circuit breaker; voltage regulator	5		\$20	\$100
					Total	\$24 050

**NOTE: All service costs are Egyptian prices and include taxes and shipping costs.
Costs are received from local companies and valid as of the 15th of July, 2005.**

Supplies

Supplies include internet access, paper and cartridges for printers/plotters and media. Some extra costs may be required for office stationery but this is not part of current procurement.

Supplies will be procured separately and will be not included in the main hardware bid. The budget provided for supplies is for annual estimated /anticipated supply expenditures.

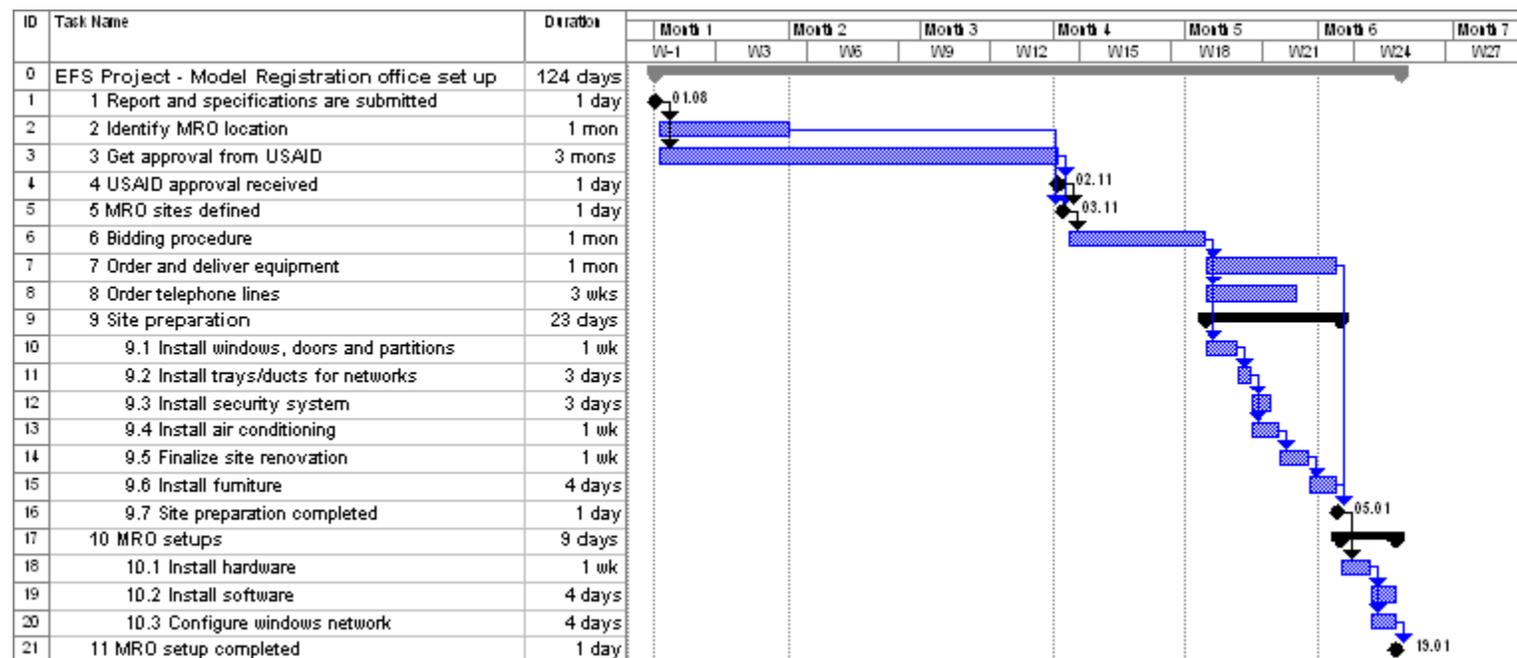
It should be clearly stated in final bid that all supplies for proposed hardware should be available in Cairo.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	DVD-R disks	10-disks set	2		\$20	\$40
2	Tape	DAT 72 tape	50		\$20	\$1 000
3	CD-R disks	25 disks set	5		\$15	\$75
4	CD-RW	25 disks set	1		\$30	\$30
5	A4 paper	500 sheets	100		\$7	\$700
6	A3 paper	500 sheets	15		\$20	\$300
7	Cartridge for A3 B&W printer	10 000 pages	7		\$170	\$1 190
8	Cartridge for A4 multifunction device		3		\$70	\$210
9	Cartridge for A4 B&W printer	6 000 pages	8		\$150	\$1 200
10	Copier cartridge	about 10 000 pages	3		\$70	\$210
11	Internet access	App. 50\$ per month, ADSL, 256 Kbps	1	annual subscription	\$600	\$600
					Total	\$5 555

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

2.3.4 Implementation Schedule

Below is the expected MRO implementation schedule:



Picture 21. MRO estimated implementation schedule

Please note – the main milestone is to identify the site for the MROs and get USAID approval.

2.3.5 Maintenance and support

The following factors should be taken into account regarding maintenance and support activities:

- 1) It should be stated in RFP that the bidder should have a strong presence in Cairo. This will ensure that warranty obligations are fulfilled in a timely fashion.
- 2) It is recommended that additional service agreements are signed to ensure the supplier will provide “next day on site support” for a four-year period. This applies to all electronic hardware (servers, plotter, multifunctional device, printers, scanners, projectors etc.).

Service agreement should include following options:

Remote problem diagnosis and support – First all, supplier’s technical support team should try to remotely isolate problem and facilitate resolution at the same day when problem was reported. It may be done either by phone or by use of remote management tool if available.

Next business day onsite response - For issues that cannot be resolved remotely, an authorized representative arrives at site the next day after call has been logged and for which have a contracted service window. Representative returns covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage should include all required parts and materials.

Coverage window options - Standard business hours, standard business days: service is available 8:00 am - 5:00 pm, excluding holidays.

2.4 ESA Cairo Training center

Despite of the fact ESA training center has 22 computers for training, it requires some upgrades to be done in order to increase efficiency of trainings conducted. At least following hardware is recommended for installation/upgrades:

- 1) Install UPS for all workstation,
- 2) Install additional 256 Mb memory modules into 8 existing workstations,
- 3) New server for Windows domain and DBMS hosting.
- 4) 2 basic A4 color flatbed scanners
- 5) 2 new workstations – one for teacher in computer laboratory, another for office administrator.
- 6) A4 B&W laser printer for teacher

-
- 7) A4 multifunctional device(copier, color scanner, laser b&w printer, fax) for printing/copying training materials,
 - 8) Large format (24”) color printer to print maps and drawings

Additionally we recommend rearrangement of all computers into one room #3 – details are shown in *Picture 23. ESA TC – Redesigned Floor Plan – Rooms 3-4*. Such layout allows increase efficiency of training courses that are using LCD projector continuously and still gives ability for teacher walk freely and control trainees.

Also in the second room two smaller partitions may be created – one for server, printers and training center office, another for meetings. Ceiling in this room is almost 6 meters high so partitions will be installed only for 3.5 meters height. If such partitions will be created, it will require reinstalling one wall conditioner into another location in the same room.

In main computer lab we propose ESA install additional air conditioning.

Also – it is recommended to install separate telephone line for training center. This line may be later used for internet connections required by the course program.

2.4.1 Estimated budget

Below is estimated budget for ESA TC upgrade.

All prices for hardware and software are U.S. prices from the manufacturer/provider websites. Prices do not include taxes and shipping costs.

Prices for furniture and services are prices in Egypt. These prices include labor, shipping costs, all costs for materials and taxes. Prices for services are subject for change after qualified building expert will visit site and estimate complete list of site services to be done.

Estimated budget for equipment/services

v1.2, July 2005

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$4 500	\$0	\$0	\$0	\$4 500
2	Workstations	\$5 500	\$0	\$0	\$0	\$5 500
3	Peripherals	\$3 420	\$0	\$0	\$0	\$3 420
4	Software	\$0	\$0	\$0	\$0	\$0
5	Services	\$8 500	\$0	\$0	\$0	\$8 500
6	Furniture	\$4 545	\$0	\$0	\$0	\$4 545
7	Supplies	\$1 390	\$0	\$0	\$0	\$1 390
					Total	\$27 855

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs.
Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Estimated prices for service agreements (25% from initial equipment costs)

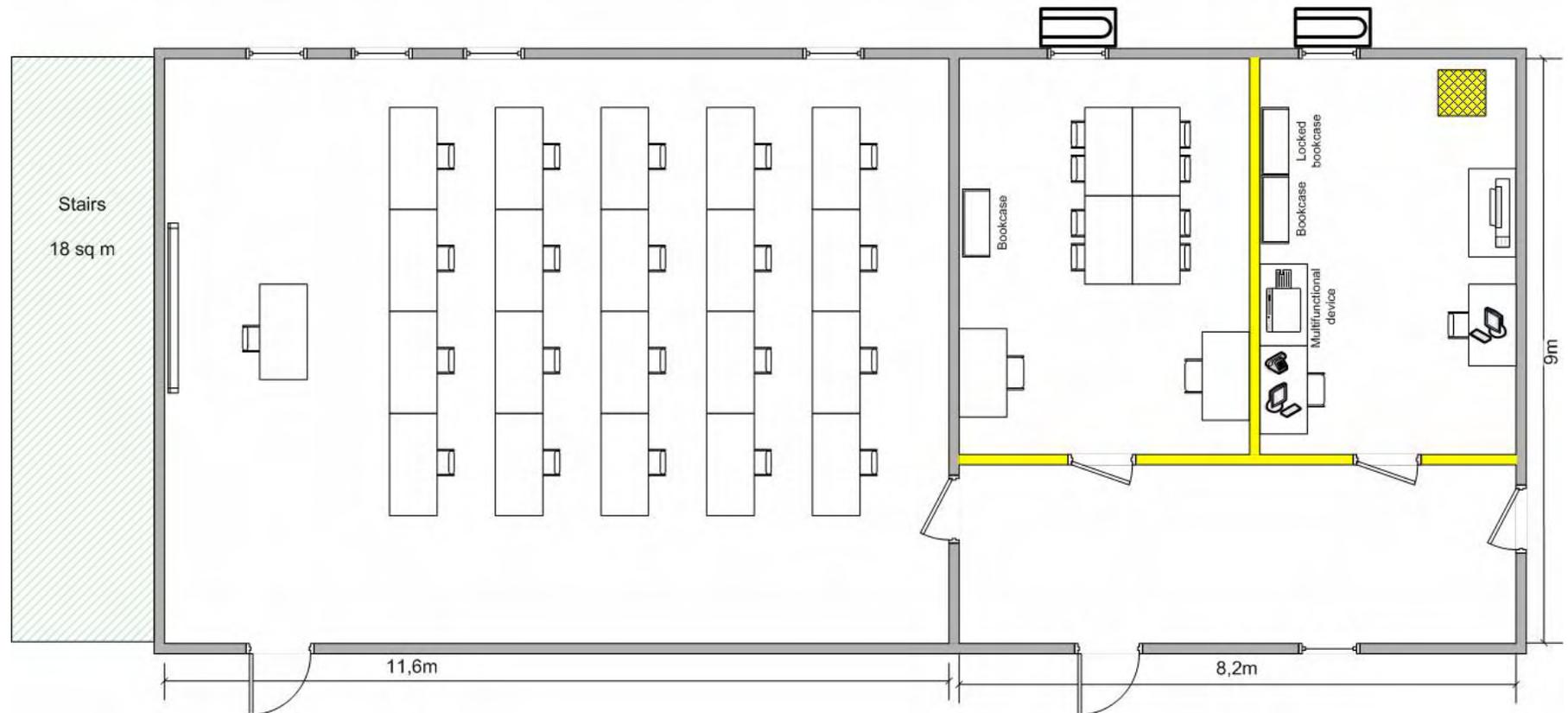
#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$1 125	\$1 125	\$1 125	\$1 125	\$4 500
2	Workstations	\$1 375	\$1 375	\$1 375	\$1 125	\$5 250
3	Peripherals	\$855	\$855	\$855	\$1 125	\$3 690
					Total	\$13 440

Total budget (4 years), USD: \$41 295

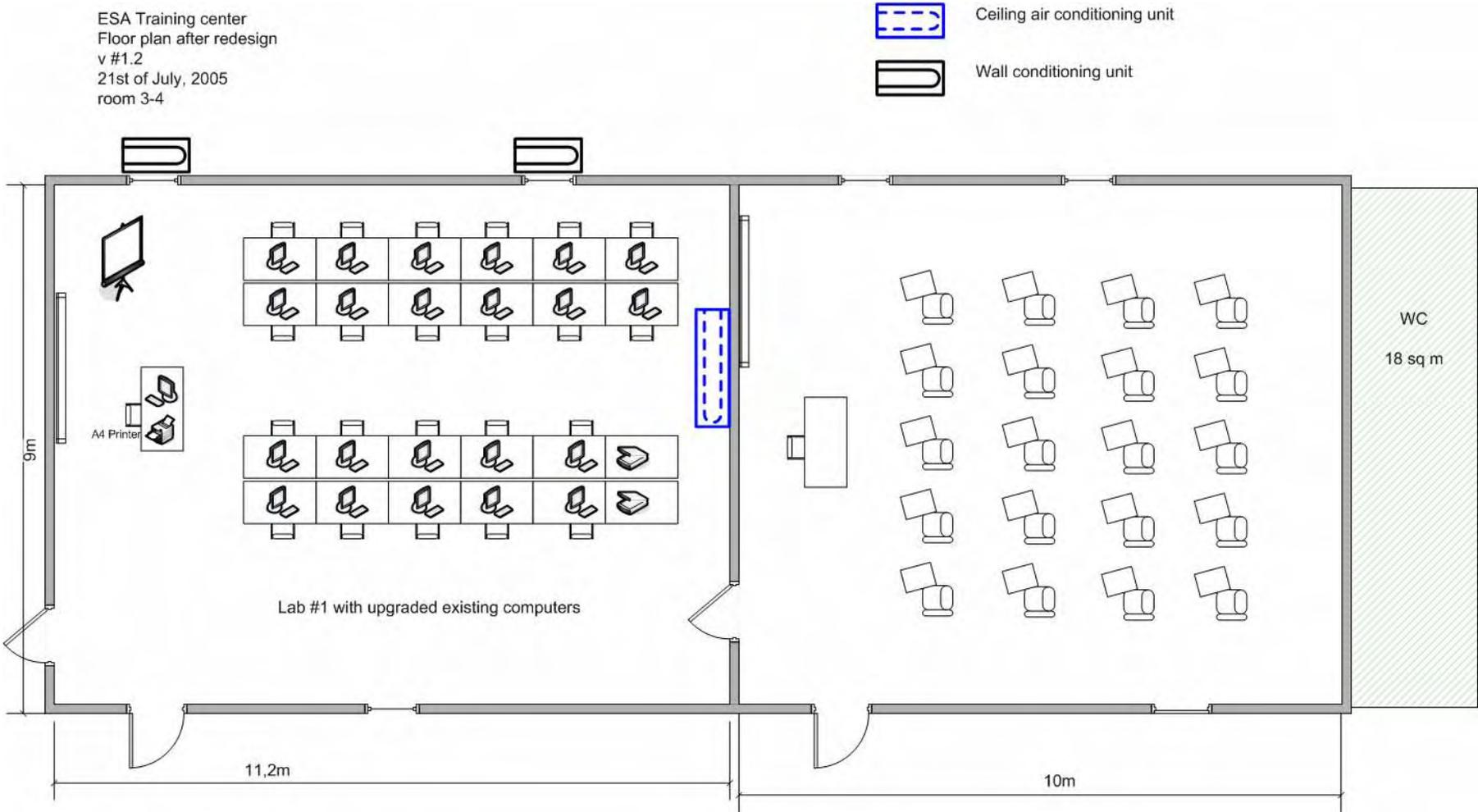
2.4.2 Redesigned floor plan

ESA Training center
 Floor plan after redesign
 v #1.2
 21st of July, 2005
 room 1-2

 Wall conditioning unit



Picture 22. ESA TC – Redesigned Floor Plan – Rooms 1-2



Picture 23. ESA TC – Redesigned Floor Plan – Rooms 3-4

2.4.3 Hardware and equipment

This section includes detailed specification for all proposed hardware.

Servers

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Database Server	CPU: 1 x Pentium Xeon 3.0 GHz 800FSB 2M RAM: 4 x 512Mb ECC Registered HDD: 5 x 80 Gb SATA 7200 ppm RAID-5 support (SATA controller) LAN: 1 Gbps Ethernet/Fast Ethernet adapter Media: 1 x DVD/CD-RW drive Power: 1 x Power supply Hot plug Monitor: 15" LCD Monitor No OS preinstalled	1	DBMS server Domain controller 3 years international warranty, next day on site support	\$3 800	\$3 800
2	UPS	1,400VA, 6-outlets	1		\$700	\$700
Total						\$4 500

**NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs.
Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.**

Workstations

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	General workstation	CPU: 1x Pentium IV 2.8 GHz RAM: 1 x 512 GB DDR-2 non-ECC HDD: 1 x 80 Gb SATA Video 64 RAM LAN: 1 x Fast Ethernet adapter Media: DVD Monitor: TFT 17" 1280x1024, Tco 99 Keyboard, Mouse	2	3 years warranty and next day on site support	\$1 350	\$2 700
2	Memory modules	256Mb for existing desktops	8	need to clarify type with ESA system adminsitartor	\$50	\$400
3	UPS	750 VA, USB Ethernet/Modem cables protection	24		\$100	\$2 400
Total						\$5 500

**NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs.
Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.**

Peripherals

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	A4 flatbed scanner	Color 600x1200dpi 10 ppm minimum Interface: USB, Parallel	2		\$400	\$800
2	Multifunctional device	A4 laser 1200 x 1200 dpi black&white laser printer/copier/color scanner and fax PORTS: USB, LAN 100Base-T Speed: 20 ppm Capacity: 10,000 pages per month	1	For large mass of training materials printing/copying	\$750	\$750
3	A1 Inkjet large printer	A1 4-color printer (24 inch wide) Print Quality 1200 x 600 dpi PORTS: USB, LAN 100Base-T RAM: 32 Mb or 64Mb Roll feeder	1	basic model up to 2000\$	\$1 600	\$1 600
4	A4 Laser Printer	1200 x 1200 dpi black&white Speed: 16 ppm no duplex Interface: USB	1		\$250	\$250
5	Telephone		1		\$20	\$20
					Total	\$3 420

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Software

Currently, there is an agreement between the Government of Egypt and Microsoft Corporation which allows governmental organizations get and use some Microsoft products at no cost. This should be clarified before bid will be released and if it applies to our case total price for some Microsoft products will be deducted from final budget.

#	Item	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$	
1	Microsoft Server 2003 Standard + 25 CAL	1	MUI, Arabic support	\$0	\$0	
2	Windows XP Professional	2	MUI, Arabic support	\$0	\$0	
3	MS Office 2003 Standard	2	MUI, Arabic support	\$0	\$0	
					Total	\$0

Supplies

Suppliers include internet access, paper and cartridges for printers/plotters and media. Some extra costs may be required for office stationery but this is not part of current procurement.

I expect that supplies will be bought separately and will be not included into main hardware bid. Those provided budget for suppliers is for estimation purposes only, in order to predict annual expenditures for suppliers.

But it should be clearly stated in final bid that all supplies for proposed hardware should be available in Cairo.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	CD-R disks	25 disks set	2		\$15	\$30
2	CD-RW	25 disks set	1		\$30	\$30
3	A4 paper	500 sheets	50		\$7	\$350
4	Cartridges for inkjet plotter	4 cartridges set: black/cyan/magenta/yellow capacity: 1300 large pages	1		\$140	\$140
5	24" paper	30 meters	3		\$30	\$90
6	Cartridge for A4 B&W laser printer	6 000 pages	2		\$150	\$300
7	Multifunctional device cartridge	3500 pages	5		\$90	\$450
					Total	\$1 390

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Services

Service costs are approximate and are subject for clarification with qualified building expert.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Main room renewal	1) Install vinyl/metal double pane windows 2) Install lighting units 3) Install windowed partitions (height 3,5)	1	Including costs for all materials and labour	\$4 000	\$4 000
2	Telephone line	Order and install	1	Including costs for all materials and labour	\$500	\$500
3	Air Conditioning	1) Install air conditioners: 1 extra power unit for 100 sq. m. room 2) Reinstall one air conditioner 3) Refill air conditioners	1	Including costs for all materials and labour	\$4 000	\$4 000
					Total	\$8 500

NOTE: All service costs are Egyptian prices and include taxes and shipping costs. Costs are received from local companies and valid as of the 15th of July, 2005.

Furniture

Costs for furniture are local cost in Cairo and include delivery and installation costs. We anticipate that furniture will be purchased in Cairo.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Table	1,2m x 0,7m "c"- shaped legs, with back side and PC stand	10		\$160	\$1 600
2	Portable drawers unit	with 4 drawers (one locked)	2		\$125	\$250
3	Chair type 1	w/o arms	10		\$50	\$500
4	Chair type 2	with wheels; w/o arms	3		\$75	\$225
5	Bookcase type 2	with glass, 5 shelves L1m x D0,45m x H2m	2		\$300	\$600
6	Bookcase type 3	steel, with lock, 4 shelves L1m x D0,45m x H2m	1	to secure suppliers	\$460	\$460
7	Whiteboard	wall mounted, size 1,2m x 2,4m, magnetic	2		\$60	\$120
8	Power strip	external, 5 AC sockets; Circuit breaker; voltage regulator	11		\$20	\$220
9	Portable screen for projectors	hi-quality 80 inches portable screen	1		\$450	\$450
10	Fire extinguisher		3		\$40	\$120
					Total	\$4 545

NOTE: All furniture prices are Egyptian prices and include taxes and shipping costs.

2.4.4 Maintenance and support

The following factors should be taken into account regarding the maintenance and support activities:

- 1) It has to be stated in RFP that bidder should have strong presence in Cairo to fulfill warranty obligations in Greater Cairo region.
- 2) It is recommended to sign additional service agreement to ensure the supplier will provide "next day on site support" for four year period.
This applies to all electronic hardware - servers, plotter, multifunctional device, printers, scanners, projectors etc.

Service agreements should include the following options:

Remote problem diagnosis and support. The supplier's technical support team should try to remotely isolate a problem and facilitate resolution the same day a problem is reported. This can be done either by phone or, if available, by remote management.

Next business day onsite response. For issues that cannot be resolved by remote management, an authorized representative, after the assistance request is made, should visit the site the next working day. The representative should return the hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage should include all required parts and materials.

Coverage window options. Standard business hours, standard business days: service is available 8:00 am - 5:00 pm, excluding holidays.

2.5 Cairo ESA Provincial Center

Main upgrades that are required for Cairo EPO, are the following:

- 1) Server for database hosting and data storage. Old server, taken from the ESA training center will be used as a domain controller.
- 2) Tape backup device.
- 3) One high-productivity b&w laser A3 printer to print documents and parcel diagrams.
- 4) Repair existing plotter.
- 5) UPSs for all computers in use.
- 6) A3 scanner
- 7) Two telephone lines. One line will be reserved for internet (ADSL connection) data exchange between the EPO and the two MROs.

It was concluded that there is no need for site renovation or installation of additional air conditioners.

Regarding the public area now being established, the designated area is quite small (about 16 sq. m) and the area is located in another building inside the yard. It is recommended that another room, currently used by the HR department, would better serve public-area needs. Furthermore, the room referred to has a wall/windows on the street, which would allow for easy installation of a public access door. This should be discussed further and clarified. If such a change is possible, it create a more suitable public area.

2.5.1 Estimated budget

Below is the estimated budget for upgrading the ESA Cairo provincial office.

All prices for hardware and software are U.S. prices gathered from manufacturer/provider web-sites. Prices do not include tax and shipping costs.

Prices for furniture and services are local market prices (Egypt). Prices include labor, shipping costs, all costs for materials and tax. Prices for services are subject to change after a qualified building expert assesses the site and prepares an estimate of all work needed at the site.

Estimated budget for equipment/services

v1.2, July 2005

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$5 500	\$0	\$0	\$0	\$5 500
2	Networking	\$100	\$0	\$0	\$0	\$100
3	Peripherals	\$6 550	\$0	\$0	\$0	\$6 550
4	Software	\$4 200	\$0	\$0	\$0	\$4 200
5	Services	\$1 000	\$0	\$0	\$0	\$1 000
6	Supplies	\$2 570	\$0	\$0	\$0	\$2 570
					Total	\$19 920

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Estimated prices for service agreements (25% from initial equipment costs)

#	Section	To be covered by EFS project				Total Price, \$
		Year 1	Year 2	Year 3	Year 4	
1	Servers	\$1 375	\$1 375	\$1 375	\$1 375	\$5 500
2	Networking	\$25	\$25	\$25	\$25	\$100
3	Peripherals	\$1 638	\$1 638	\$1 638	\$1 638	\$6 550
					Total	\$12 150

Total budget (4 years), USD: \$32 070

2.5.2 Hardware/software

Servers

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Database Server	CPU: 1 x Pentium Xeon 3.2 GHz 800FSB 2M RAM: 2 x 1GB Mb PC2700 ECC Registered HDD: 5 x 72.8 Gb Ultra 320 SCSI 10K ppm Hot pluggable RAID: Smart array controller for RAID-5 support Hot plug drive cage LAN: 1 Gbps Ethernet adapter (copper) Media: 1 x DVD-RW drive Power: 1 x Power supply Hot plug Server remote management software Keyboard, Mouse Monitor: 15" LCD Monitor No OS Preinstalled	1	DBMS server 3 years international warranty and next day on site support	\$4 500	\$4 500
2	External tape storage	External DAT 72 SCSI Tape Drive; 36 Gb native storage capacity 72 Gb compressed	1		\$1 000	\$1 000
3	UPS	1,400VA 6-outlets	1		\$700	\$700
Total					\$5 500	\$5 500

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Networking

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Modem	ADSL Modem Built-in Router Built-in 4-port Ethernet Switch and Firewall	1		\$100	\$100
Total					\$100	\$100

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Peripherals

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	A3 color scanner	600 x 1200 dpi 48-bit USB 2.0, SCSI	1		\$1 500	\$1 500
2	Telephone	programmable buttons fixed buttons: Intercom, Conference, Flash/Recall, Auto Answer/Mute, Redial, Hold, Transfer, Speakerphone	3		\$50	\$150
3	Telephone station	3 Line x 8 Extension Room-to-room intercom Room Monitor Conferencing	1		\$400	\$400
4	UPS	750 VA, USB	19		\$100	\$1 900
5	A3 B&W Laser Duplex Printer	1200 x 1200 dpi Speed:20 ppm duplex USB, LAN ready Capacity: 65000 pages per month	1		\$2 600	\$2 600
Total						\$6 550

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Software

Currently, there is an agreement between the Government of Egypt and Microsoft Corporation that provides government organizations with some Microsoft products free of charge. The agreement's specifics should be clarified before a procurement bid is released. Based on this the total price for some Microsoft products will be deducted from final budget. Products not covered in the agreement can be bought under the Microsoft Open License policy taking into account volume pricing.

#	Item	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$	
1	Microsoft 2003 Server Standard Edition + 25 CAL	1		\$0	\$0	
2	Microsoft ISA 2004 Server	1		\$0	\$0	
3	Microsoft Exchange 2003 + 25 CAL	1		\$0	\$0	
4	PC Anywhere Host + 10 users	1		\$1 500	\$1 500	
5	VERITAS Backup Exec™ 10 for Windows Server	1		\$800	\$800	
6	VERITAS Backup Exec 10.0 for Windows Servers Agent for Microsoft Exchange Servers	1		\$1 000	\$1 000	
7	Symantec Antivirus 10 business pack (25 Clients)	1		\$900	\$900	
Total						\$4 200

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Supplies

Supplies include internet access, paper and cartridges for printers/plotters and media. Some extra costs may be required for office stationery, but this is not part of the current procurement.

It is assumed that supplies will be bought separately and are not included in the main hardware bid. The budget is for annual supply expenditure estimates.

It should be clearly stated in the final bid that all proposed hardware supplies should be readily available in the local market (Cairo).

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	DVD-R disks	10-disks set	2		\$20	\$40
2	CD-R disks	25 disks set	4		\$15	\$60
3	CD-RW	25 disks set	1		\$30	\$30
4	Tape	DAT 72 tape	24		\$20	\$480
5	A4 paper	500 sheets	30		\$7	\$210
6	A3 paper	500 sheets	15		\$20	\$300
7	Cartridge for A3 B&W printer	10 000 pages	5		\$170	\$850
8	Internet access	App. 50\$ per month, ADSL, 512 Kbps	1		\$600	\$600
					Total	\$2 570

NOTE: All prices are U.S. prices (except for furniture and services) are without taxes and shipping costs. Prices are taken from manufacturers' web-sites and valid as of the 15th of July, 2005.

Services

Costs for plotter repair are approximate and were given by local staff.

#	Item	Parameters	Item Qty	Comment	Tentative Price/Item, \$	Total Price, \$
1	Plotter repair		1	price is approximate	\$1 000	\$1 000
2	Telephone lines installation	2 lines	1		\$1 000	\$1 000
					Total	\$1 000

NOTE: All service costs are Egyptian prices and include taxes and shipping costs.

2.5.3 Maintenance and support

It is recommended that the following be taken into account regarding maintenance and support activities:

- 3) The RFP should clearly state that it that bidders should have strong presence in Greater Cairo in order to fulfill warranty obligations in a timely fashion.
- 4) It is recommended that additional service agreements be signed that ensure the suppliers obligation to provide “next day on site support” for a four-year period (life of the EFS project). This applies to all electronic hardware (servers, plotter, multifunctional device, printers, scanners, projectors etc.).

Service agreements should include the following options:

Remote problem diagnosis and support. The supplier’s technical support team should try to remotely isolate a problem and facilitate resolution the same day a problem is reported. This can be done either by phone or by, if available, a remote management tool.

Next business day onsite response. For issues that cannot be resolved remotely, an authorized representative, after the assistance request is made, should visit the site the next working day. The representative should return the hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage should include all required parts and materials.

Coverage window options. Standard business hours, standard business days: service is available 8:00 am - 5:00 pm, excluding holidays.

3 Next Steps

It is recommended that the following steps be done as soon as possible:

- 1) Secure final MOJ approval to host the TDL at the MOJ building, Masaha Square, 8th floor, Giza, or receive approval to use another space.
- 2) Identify and approve sites for two MROs. Once this is done, update/revise MRO estimated budgets with costs for services according to actual conditions of sites selected. Adjust proposed floor plans to actual sites.
- 3) Finalize procurement requirements.
- 4) Get USAID approval for budgets.
- 5) Prepare bids and start bid process.

Annex 1: Trip report

This section includes Mr. Kalyta's scope of work and information about visited sites and conducted meetings.

Scope of work

My tasks according to initial scope of work were the following:

“...

Identify and confirm with our counterparts CIT system requirements for the proposed Training Development Laboratory (TDL).

Prepare bid specifications for the hardware and operating systems for the TDL that conform to USAID procurement guidelines. This shall include detailed specifications for workstations, printers, document scanners, Server networking, operating systems, modems, software and visio audio equipment. Prepare post installation maintenance contracts for the hardware and operating systems.

Work with the EFS Task 2 team to assess and make preliminary recommendations for IT configuration and platforms to support the EFS Task 2 prototype - automated and reengineered business applications that will be installed at a later date in two model office locations.

Review with Task 2 Team and our IT Systems Application Design team suitable formats and CASE tools needed to enable application development to commence.

...”

After several days on site additional tasks were added by Mr. Rabley and Mr. Taylor, such as:

1. Assess current ESA training facilities and hardware to identify possibility/necessity for upgrades.
2. Assess current MOJ training facilities and vacant/used space to identify requirements for possible establishment of TDL on MOJ territory.
3. Assess Cairo EPO in order to propose possible software/hardware upgrades if required. Also provide recommendations on public areas establishment.

Finally, two RFP sections were prepared by me for Mr. El-Masry, which includes complete hardware specifications and expected site preparation services for TDL.

Because of physical space for MROs is not defined yet, RFPs for MROs is not yet created. Once MRO location is defined, I expect to come back for one or one and a half week to finalize/adjust MRO floor plans.

Annex 2: Visits to sites and meetings

The following visits on site and meetings where made:

#	Day	Content	Parties
1.	7 th of July	Team meeting. Discuss TDL vision, types of trainings that will be provided, premises availability.	Noel Taylor, Hassem Hemeda, Rehab Nour Samer Lofty Fatma Kader
2.	10 th of July	Nasr City Registration office – assess current condition of hardware, available space, quick review of services that are being provided.	Head of Nasr City RO Hassem Hemeda, Samer Lofty Fatma Kader
3.	10 th of July	Nasr City ESA District office - assess current condition of hardware, available space, quick review of services that are being provided.	Head of Nasr City EDO Hassem Hemeda, Samer Lofty Fatma Kader
4.	11 th of July	ESA central IT center – on-site visit to get general information about IT center.	DR M.M. Radwan Noel Taylor Fatma Kader
5.	11 th of July	ESA Cairo Training Center – on-site visit to get general information about training center.	DR M.M. Radwan Noel Taylor Fatma Kader
6.	12 th of July	MOJ Training Center – on-site visit to identify current hardware in use, assess premises status/condition.	Hassem Hemeda, Samer Lofty Fatma Kader Lubna Salem Maha Eid
7.	13 th of July	ESA Cairo Training Center – review/update floor plan, assess current hardware in use, assess premises status/condition.	DR M.M. Radwan Fatma Kader
8.	14 th of July	MOJ Training Center – review/update floor plan, assess current hardware in use, assess premises status/condition. Collect physical dimensions of space on 8 th floor.	Hassem Hemeda
9.	17 th of July	Cairo EPO - assess current condition of hardware, check for available/vacant space, quick review of services that are being provided.	Head of Cairo EPO Fatma Kader
10.	17 th of July	Giza EPO - assess current condition of	Head of Giza EPO

#	Day	Content	Parties
		hardware, available space, quick review of services that are being provided.	Fatma Kader
11.	17 th of July	Team meeting. Discuss current achievements, present floor plans to get participants' feedbacks and comments. Discussed floor plans: ideal TDL, TDL at MOJ, ideal MRO, and Cairo EPO.	Dougal Menelaws, Hassem Hemeda, Samer Lofty Fatma Kader Lubna Salem Maha Eid Faris Sayegh Hisham El-Masry
12.	18 th of July	Meeting with local building expert to discuss prices for services, suppliers and labor to renovate premises for TDL at MOJ space.	
13.	19 th of July	Meeting with Counselor Mamdouh. Discussing draft of TDL floor plans. Counselor Mamdouh proposed to increase number of places in TDL lecture room.	Counselor Mamdouh Samer Lofty
14.	20 th of July	Meeting with EFS IT procurement specialist. Discuss TDL layout and specifications and RFP preparation.	Dougal Menelaws Hisham El Masry
15.	24 th of July	Meeting with Counselor Mamdouh. Present final drafts of TDL and MRO floor plans, discuss further steps and activities. Counselor Mamdouh gave initial verbal approval to use MOJ space for TDL.	Counselor Mamdouh Dougal Menelaws Samer Lofty
16.	26 th of July	Exit interview. Discuss findings, recommendations and further steps. Submit report draft and all documents with floor plans and budgets.	Dougal Menelaws