

# REQUEST FOR PROPOSAL

## *Supply & Installation/Upgrade of Surveillance System*

|                           |  |
|---------------------------|--|
| <b>Project</b>            | <i>Atlantic Tower</i>  |
| <b>Date of Issue</b>      | <i>10th February 2019</i>  |
| <b>Closing Date</b>       | <i>3rd March 2019</i>  |
| <b>Mode of Submission</b> | <i>Hard copies and soft copies of the Proposal in Sealed Envelope delivered at Fortune Executive Tower Reception</i> |
| <b>Contact Person</b>     | <i>Ms. Jerry Mae Yabut</i>   |

|                    |                            |
|--------------------|----------------------------|
| <b>Prepared by</b> | <i>Ms. Jerry Mae Yabut</i> |
| <b>Reviewed by</b> | <i>Mr. Waqar Hasan</i>     |
| <b>Approved by</b> | <i>Mr. Waqar Hasan</i>     |

## 1. Statement of Purpose

Itihad Community Management (ICM) invites proposals for Supply & Installation of Additional Surveillance Equipment as per Department of Protective Systems Audit Report of the complete Security System (System) and one (1) year maintenance for the below project.

*Project Description:*

|                            |  |                           |   |
|----------------------------|--|---------------------------|---|
| <b>Name &amp; Location</b> | <b>Atlantic Tower, Dubai Marina, Dubai</b> |                           |   |
| <b>Usage</b>               | Residential                                | <b>No. of Levels</b>      | Tower 1 - 1B+G+6+R<br>Tower 2 - 1B+G+17+R |
| <b>Main Entrance</b>       | 1  | <b>Emergency Exit</b>     | 1   |
| <b>Other Entrances</b>     | 1  | <b>Vehicular Entrance</b> | 1   |
| <b>Guest Elevators</b>     | 3  | <b>Service Elevator</b>   | 0   |

The purpose of this Request for Proposal (RFP) is to solicit proposals from competent vendors, and select one after evaluation based on criteria listed herein.

## 2. Point of Contact for RFP Related Queries

*Site Inspections:*

|                               |  |
|-------------------------------|--|
| <b>Name</b>                   | Muhammad Shahbaz                               |
| <b>Phone</b>                  | 052 985 0246                                   |
| <b>Visit/Inspection Hours</b> | 08.00 am to 12.00 pm Sundays through Thursdays |

*Queries Related to this RFP:*

|              |                        |
|--------------|------------------------|
| <b>Name</b>  | Ms. Jerry Mae Yabut    |
| <b>Email</b> | reception@itihad.co.ae |
| <b>Phone</b> | 04 431 1937            |

### 3. RFP Schedule

|  |  |
|--|--|
| <b>Last Date of sending Confirmation of Intention to Respond</b> | 14th February 2019   |
| <b>Submission / Closing Date</b>                                 | 3rd March 2019   |
| <b>Queries / Questions</b>                                       | Will be answered up to 2 days before closing. Response to queries will be shared with all participating bidders. |
| <b>Site Inspections</b>  | 14th February 2019 till 27th February 2019   |
| <b>Contract Awarding</b>   | 17th March 2019  |
| <b>Mobilization / Commencement</b>                               | TBA  |

### 4. RFP Evaluation Process

To ensure consideration for this RFP, your proposal should be complete and meet all of the following criteria:

- A. Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- B. Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- C. Previous work: Bidders will be evaluated on client testimonials and references relevant or similar to current requirement
- D. Value and cost: Bidders will be evaluated on their proposed cost based on the work to be performed in accordance with the scope of this project
- E. Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience

## 5. Payments & Penalties

Payment Schedule for supply and installation of the System is as below:

| STAGE                               | STAGE COMPLETION DATE | PAYMENT PERCENTAGE |
|-------------------------------------|-----------------------|--------------------|
| Delivery of Materials               | TBA                   | 30%                |
| Completion of Installation          | TBA                   | 20%                |
| Commissioning and Approval from DPS | TBA                   | 40%                |
| Release of Retention Amount         | After 12 months       | 10%                |

ICM payment terms are 30 days net upon submission of Invoice along with signed work completion or service report as applicable.

Please note that payment release will be subject to Deliverables & KPIs set forth in this RFP (Refer Point 7).

## 6. Scope of Work

The scope of work for the annual maintenance includes the following activities:

- A. Supply & Installation of additional surveillance equipment as per Department of Protective Systems Audit Report (Refer Annexure A).
- B. The scope shall include required civil works. All cables/conduits potentially visible must be concealed within walls/ceiling.
- C. Installation of the System should be completed before 30th March 2018.
- D. The labeling or tagging of all the components of the System should be done in a clear and easy manner.
- E. Upon completion of system installation, vendor to arrange inspection and approval of the system from DPS within 45 days of commencement.
- F. There should be minimum 2 year warranty on equipment and workmanship.
- G. This contract shall include two years maintenance and service.
- H. Scheduled visits, at least once every 3 months, should include inspections, checking & servicing of the System to maintain it in full operational condition at all times as per Dubai Civil Defense standards as a minimum.

- I. Contractor should ensure that all cameras' position and lens focus is as per required view, there is constant and uniform power to all cameras for 24x7 recording and that the recording of cameras is taking place as per desired backup time.
- J. If any problem is identified between the scheduled visits, the contractor must rectify it within 48 hours of reporting. If the rectification requires replacement of any part, it should be completed within 5 days of reporting.
- K. If any additional equipment is required during the period of warranty, the rates will remain same as agreed in the proposal. Consumables/spare parts/accessories/fittings/fixtures apart from the ones mentioned in the proposal are required, a separate proposal to be submitted by contractor. Work will be carried out by the contractor only upon receiving approval from ICM in writing. ICM reserves the right to reject any consumables which do not conform to the correct standard/quality.
- L. If any part related to the System is provided by ICM, contractor should install it free of cost.
- M. The contractor at his own cost, shall make good all the damages, losses, burns outs etc. which may be attributable to any fault/negligence faulty operation, inadequate preventive maintenance and / or mishandling of equipment. The decision of ICM in this regard shall be final and binding.
- N. A register shall be maintained at site by contractor to record the consumption of the items if any with the approval of ICM.
- O. Contractor to train site security staff and onsite maintenance to operate the System and to address basic troubles.

## 7. Deliverables/KPIs

Strict adherence to the Stage Completion Date (Refer Point 5) is expected from the contractor.

Below penalty amounts will be deducted if individual stage deadlines are not met. The deduction matrix is as below:

| STAGE                               | STAGE DEADLINE DATE from Commencement | PAYMENT PERCENTAGE |
|-------------------------------------|---------------------------------------|--------------------|
| Delivery of Materials               | Within 14 days                        | To be discussed    |
| Completion of Installation          | Within 30 days                        |                    |
| Commissioning and Approval from DPS | Within 45 days                        |                    |

Below KPIs are applicable for the maintenance of the System upon receiving the approval from DPS:

| <b>DELIVERABLE / KPI</b>   | <b>WEIGHTAGE<br/>(1-3)</b> | <b>MIN REQUIRED<br/>SCORE (0-5)</b> | <b>MAX<br/>WEIGHTED<br/>SCORE</b> | <b>NOTES</b>   |
|----------------------------|----------------------------|-------------------------------------|-----------------------------------|--|
| Service Schedule           | 3                          | 5                                   | 15                                | Services should start within +/- 7 days from scheduled date  |
| Service Tags/Stickers/Logs | 3                          | 5                                   | 15                                | All assets should have service tags indicating the last & next service date at all times. Major Assets should have log books of detailed service and inspection notes. |
| Response Time              | 3                          | 4                                   | 15                                | All complaints reported should be responded to within 48 hours   |
| Part Replacement           | 3                          | 4                                   | 15                                | Any part replacement should be done within 5 days  |
| DCD Compliance Certificate | 3                          | 5                                   | 15                                | The certificate should be available within 30 days after complete installation of the system   |
| Report Submission          | 2                          | 4                                   | 10                                | Service reports of scheduled visits should have ICM management signature and should be submitted   |

|                     |   |           |     |   |
|---------------------|---|-----------|-----|---|
|                     |   |           |     | within 2 days of completing the visit   |
| Modification Jobs   | 2 | 3         | 10  | Quote to be provided for any modification work identified within 7 days, work completion within 30 days upon approval or as mutually agreed |
| Site Staff Training | 2 | 4         | 10  | ICM Staff, Security Personnel & Maintenance Staff should be trained to operate the System and to do basic troubleshooting                   |
|                     |   | Max Score | 105 | Min Required overall score is 95  |

The final payment (Retention Amount) will be released based on the score achieved as per these parameters.

If score falls below 95 there will be deduction of 5% of the Retention Amount

If score falls below 90 there will be deduction of 10% of the Retention Amount

If score falls below 85 there will be deduction of 15% of the Retention Amount

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Signature of Contractor  
With Company Seal