

## REQUEST FOR PROPOSAL

*Facilities Management and MEP maintenance Contract*

Project	<i>Fortune Tower</i>
Date of Issue	<i>17<sup>th</sup> January 2019</i>
Closing Date	<i>18<sup>th</sup> February 2019</i>
Mode of Submission	<i>Sealed Envelope delivered at Fortune Executive Tower Reception</i>
Contact Person	<i>Tousif Ahmed</i>

Prepared by	<i>Muhammad Shahbaz</i>
Approved by	<i>Scott Sinclair</i>

## 1. Statement of Purpose

Itihad Community Management (ICM) invites proposals for Facilities Management Contract for the project below.

Project Description:

Name & Location	Fortune Tower, Cluster C1 JLT, Dubai		
Usage	Commercial	Levels	4B+GF+33+Roof
Main Entrance	1	Emergency Exit	2
Other Entrances	1	Vehicular Entrance	1
Guest Elevators	7	Service Elevator	1

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

Name	Tousif Ahmed
Email	<a href="mailto:Tousif@itihad.co.ae">Tousif@itihad.co.ae</a>
Phone	055 912 5475

### Queries Related to this RFP

Name	Muhammad Shahbaz
Email	<a href="mailto:shahbaz@itihad.co.ae">shahbaz@itihad.co.ae</a>
Phone	052 985 0246

### 3. RFP Schedule

Confirmation of Intention to Respond	10 <sup>th</sup> February 2019
Submission/Closing Date	18 <sup>th</sup> February 2019
Queries/Questions	Will be answered upto 2 days before closing. Response to queries will be shared with all participating bidders.
Site Inspections	till 17 <sup>th</sup> February 2019
Contract Awarding	28 <sup>th</sup> February 2019
Mobilization/Commencement	01 April 2019 (Tentatively)

### 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, in combination with B and C above, to determine the overall value of their proposal.
- E. Technical expertise and experience: Bidders must provide descriptions and documentation of key staff, relevant technical expertise and experience
- F. Provide the Technician numbers, scope of work, including proposed weekly working hours.
- G. Provide the Supervisor scope of work. Including proposed working hours.
- H. Confirm arrangements for emergency call outs.

### 5. Period of the Contract

The contract shall be for a period of 3 years. However, ICM reserve its right to review and/or terminate the agreement before completion of said period. The rates quoted shall be fixed for the period of one contract without any increase. Both parties can agree to extend the contract beyond the existing duration on such terms and condition as may be mutually decided between the parties.

## 6. Payments & Penalties

ICM payment terms are 45 days net following submission of monthly Invoice hard copy (or soft copy read receipt requested) along with signed work completion or service report, as applicable.

Service provider must submit a monthly report containing full details of all works completed, open items and details of breakdowns which are outwith any scope of the responsibility of the service provider. Service provider's performance will be continually reviewed and penalties may be applied based on deliverables/KPIs defined in the final agreement.

## 7. Scope of Work; FM and MEP (Core service provider)

The core service provider shall be responsible for visiting the premises and carrying out a full survey and inspection of the assets to establish the nature and scope of the works which they are expected to perform. The scope of work for the Facilities Management includes, but is not restricted to the following activities:

- A. Scheduled inspections, checking & servicing of the Systems, MEP and Fire (see section 10) and maintaining them in full operational condition at all times in accordance with the manufacturer's Operation and Maintenance literature and industry standards, as a minimum. The Systems include but are not limited to the Assets List (ref: annexure01).
- B. Installation of all spare parts/consumables. All parts and consumables provided by ICM shall be included in the scope and shall be free of additional cost.
- C. Preparation & timely submission, for ICM approval, of detailed Annual Planned Preventive Maintenance plan for the Tower assets together with the current condition snag report.
- D. Provision of a 24 hours 7 days per week emergency call out service. Including public holidays.
- E. Toolbox and related consumables; The Contractor must maintain a toolbox on site containing the "tools of the trade" and associated toolbox consumables. For the avoidance of doubt, the minimum toolset listed in Appendix A and consumables listed in Appendix B, are a requirement of the contract. The toolbox consumables list shall be supplied and renewed as required, free of charge.
- F. Other building consumables /spare parts /accessories /fittings /fixtures and the likes, apart from the aforesaid list, if instructed by ICM shall be purchased by the contractor. The cost of same shall be reimbursed at actual cost on production of the original bills by the contractor (plus) 10% and the relevant payment shall be made along with monthly payment.

ICM reserves the right to reject any consumables which do not conform to the correct standard/quality.

A stock list / register shall be maintained on site by the FM supervisor to record the consumption and location of the spare parts taken from the building stores, consumables and other items, if any. The format of the register is subject to the approval of ICM. The FM supervisor must submit a request for stock parts replacement for bulk spares, janitorial supplies, light bulbs etc, to maintain stores and stock levels above the zero level and meet the needs of the demands.

- G. Any major repairs / overhauling that may be required shall be brought to the notice of ICM in writing immediately upon their discovery. ICM shall instruct such repairs / overhaul where necessary or authorize the contractor to carry out such repairs / overhaul. In the latter case, the payment for the same shall be pre-approved by ICM in writing and shall be reimbursed to the contractor along with the recurring monthly invoice.

- H. The contractor will be required to make good all damages, losses, burn-outs etc. at his own cost, which may be attributable to any fault, negligence, improper operation, inadequate preventive maintenance and / or mishandling of equipment. All such cases of negligence shall be fully investigated by ICM and the decision of ICM in this regard, shall be final and binding.
- I. Operate the BMU for any repairs requiring aerial access. The CSP will be required to provide suitably certified cradle operators for repairs within the scope of their work. For example, repairing damaged or depleted seals to cladding and curtain walling, repairing lights, checking the façade or carrying out works to balconies where the use of the BMU is the only alternative to a safe system of working.
- J. Fire alarm and emergency lighting. The Facilities Manager is required to monitor the fire alarm systems and emergency lighting systems and to maintain full records of all inspections and tests available at the building at all times. Repair services will be carried out by third party specialists appointed by ICM.
- K. Concierge or security guard posted at front of house and appointed by ICM, shall report directly to the Facilities Manager. The FM shall monitor the performance of the concierge stationed at the main entrance reception area daily. The key role of the concierge is to act as the first point of contact for all occupants in assisting them with their day to day service requests and queries. The concierge will be required to administer and manage the move in/out requests of occupants and their furniture etc and interface with ICM customer care team on various permit requests, admit service providers and visiting technicians for in-unit services etc. The concierge will direct the bellboy (if appointed) in assisting him/her with their duties. The role will involve daily monitoring and awareness of all actions ongoing around the common areas and providing basic security functions during the daytime. Monitoring CCTV screens to monitor movements within the common areas. It is an essential requirement of this post that the concierge is able to communicate effectively in English, be polite, good mannered, remain composed, be presentable at all times in clean, fresh and well-groomed attire. The concierge will require to become knowledgeable of all the emergency, evacuation, security and standard operating procedures for the building and be knowledgeable of the fire alarm panels in the building. The FM will be responsible for ensuring that the Concierge fully understands and is capable of carrying out his/her role effectively and efficiently from a health and safety perspective.
- L. Security. ICM will engage suitable qualified and competent security guards or companies to provide security services during all hours not covered by the concierge + bellboy hours of work. The FM will be responsible for monitoring the scope of the security services and ensuring they are delivered to a high standard. The FM is responsible for properly notifying ICM of instances of non-performance or breaches of security personnel in the daily operation of the building. The FM will ensure that all incidents are properly recorded and reported in plain English and that such reports are accurate and properly submitted to ICM for action, if deemed appropriate.
- M. Cleaning. ICM will appoints a suitable contractor to provide full daily cleaning services for the building. Daytime service levels and schedules have to be submitted to and agreed by ICM prior to forming the final work scope. The minimum service levels required are daily clean of all corridors, receptions, lobbies, entrances, general circulation areas and pool deck surround. This includes all floors, glass doors, screens, fanlights, door panels, lift doors and surrounds. Hygiene clean of gym, changing rooms, washrooms, WCs, handles, push plates, lift buttons etc. This is not an exhaustive list. Separate lists and schedules will need to be agreed for weekly and monthly spot and deep cleaning events. The FM will be responsible for monitoring the

performance of the cleaning contractor and ensuring that acceptable standards are being met on a daily basis. The FM will also maintain records of attendance and notify ICM of any absenteeism in the service provider's staff.

- N. Supervision and monitoring of visiting specialist contractors and technicians. The FM contractor is required to operate a system of total awareness of all visiting service providers and to issue all approvals and permits where the works are of a high risk or high value nature. Details of the proposed system must be approved by ICM prior to implementation.
- O. Pool guard. ICM will be responsible for providing the services of pool lifeguards. Their duties will be to ensure safe monitoring of the use of the pool. Report all incidents and monitor the pool and general surroundings for anything that needs repaired or attention. Set out the sun loungers and cushions daily, watering of the plants and checking the skimmer filters for leaves and other debris. The FM will be responsible for monitoring the performance of the pool lifeguards.
- P. General civils, building and carpentry works. The contractor will be required to provide this service on an "as required" basis included within the price. This includes minor repairs to the building fabric, adjustments to doors, paint repairs, interlock block repairs and adjustments, crack and chip filling, repairing cracked ceramic and granite tiles, gypsum repairs, aluminium and steel barriers etc and all other remedial works of a minor nature. Minor, shall be deemed to be anything where materials cost is under AED500.

## 8. Deliverables/KPIs

- A. Reporting: Monthly report /PPM report shall be submitted within one week following the month end and shall include all details of planned repairs and maintenance vs achieved, complaints and issues resolution, scheduling etc.

## 9. List of Tools:

The annual maintenance contract includes provision of all needed "tools of the trade". These tools shall be maintained on site at all times by the FM / Maintenance Company: The FM MEP maintenance contractor must have access to all specialist tools which do not need to be maintained on site, but which should be readily available when required. Examples include, drain pressure jetting machines, boroscope cameras, thermal imaging equipment, vacuum pumps, hygrometers, access scaffolding, demolition breakers and the likes.

## 10. List of Systems and Services:

Attached annexure01.

### 1. Mechanical, Electrical and Plumbing: CSP

- Air handling units, associated controls and instrumentation.
- Air conditioner fan coil units (inside units and common areas)

- Air conditioner outdoor units, compressors, condensers, electrical/electronic components.
- Refrigerant gas and liquid pipes, valves, solenoids, line filters, insulation etc.
- All Pumps and their control panels, including pool water, potable water and wastewater
- Fresh air handling units and all connected air conditioners.
- Pressurisation, exhaust and extract fans
- All Duct Work and supports.
- General lighting, switches, fixtures, fittings, outlets & utilities.
- Power outlets, switches, isolators and connection points.
- Feeders, cables, trays, supports and bonding.
- Electrical switchgear, incomers, distribution boards (MCB-DB) breakers, main switches, ELCB, RCD, RCBO, contactors, timers, relays and the like.
- Capacitor Banks, meters, indicator and warning lamps.
- Chemical dosing unit
- Water tanks, valves, float switches etc. (Cleaning will be provided by third party)
- Water supply, distribution pipelines, taps, valves, flush tanks and sanitary fittings
- Drainage system. Grease Traps, Manholes and Sump pits. (Cleaning will be provided by third party)
- CCTV

**2. Fire Fighting, Fire Alarm, Emergency Lighting: (by SSP)** Core service provider to ensure the performance of the SSP in the below.

- Inspection and maintenance of all equipment,
- Operation, inspection and testing of pumps and engines as required by NFPA or DCD regulations on a regular basis with complete logging. Inspections to be carried out weekly and testing conducted monthly unless otherwise agreed.
- Arranging inspections and certificate from DCD approved company as required.

**3. Civil & Carpentry: CSP**

- Civil Repairs.
- Lock Replacement.
- Door Adjustments.
- Gypsum Ceiling Repair work.
- Painting.
- Tile Replacements.
- Plastering work

**4. Third-party facilitation: CSP**

- Provide support services to third party contractors engaged by ICM or OA.
- Coordinate with the Service provider and obtain the reports/quotes for rectification works.
- Monitor the works being carried out by TPF and report anything that does not meet good standards.
- Ensure the TPF works safely
- Ensure that TPF leaves the work area clean and undamaged daily.

## Appendix A

Toolbox minimum tool list

<b>LIST OF TOOLS</b>		
<b>No.</b>	<b>Description</b>	<b>QTY</b>
1	COMBINATION PLIER 8" TP	1 PCS
2	LONG NOSE PLIER 8" TPR	1 PCS
3	CABLE CUTTER 150 MM X 6"	1 PCS
4	BLOWER (KTX5000)	1 NOS
5	ALLEN KEY SET PLB-10/1.5-12MM/EXT.L	1 SET
6	CLAW HAMMER 500G / FBG BEND	1 PCS
7	COMBINATION SPANNER 6mm – 38mm (With Driver)	1 SET
8	SDS or ½" CHUCK DRILLING MACHINE	1 PCS
9	GLOVES SINGLE SIDE DOTTED (12-PAIR) P4MR	1 DOZ
10	SAFETY GLASS CLEAR AND SHOES	2 PCS
11	GREASE GUN GG 400	1 PCS
12	ALUMINIUM LADDER 5 STEP	1 PCS
13	PIPE WRENCH 14"	1 PCS
14	KING POWER 24 PCS SOCKET SET.CHROME	1 SET
15	SCREW DRIVER SET 7 PCS	1 SET
16	HOSE PIPE 1/2" X 25 MTRS	1ROLL
17	PRESSURE/ VACUUM GAUGES	1 NOS
18	THERMOMETER	1 NOS
19	10 FT LADDER	1 NOS
20	BATTERY TORCH	1 NOS
21	THERMAL IMAGING DEVICE	1 NOS
22	GAUGES FOR TEMP, MOISTURE, SOUND, LUMINOSITY, WIND	1 NOS
23	MANHOLE COVER LIFTING KEYS	1 SET



## Appendix B

Toolbox consumables list

	LUBRICATING OILS
B.	GREASE
C.	M SEAL
D.	TEFLON TAPE
E.	PVC INSULATION TAPE
F.	SCREWS/NUT/BOLTS/WASHERS
G.	WELDING RODS.
H.	RUBBER BEADING
I.	OLD COTTON WASTE CLEANING RAGS.
J.	WALL FIXING PLUGS
K.	EMERY AND SANDING PAPER
L.	DRAINAGE OPENER/UNBLOCKER (ACID)
M.	ALL OTHER WASHERS, SCREWS, NAILS, ADHESIVES, SEALANTS, SEALERS AND OTHER ITEMS CONSIDERED AS SUNDRIES.

## Appendix C

MEP and Facilities Manager, Schedule of Responsibilities

No.	Systems	Responsibility		
		Operate	Manage	Maintain
1	Electrical Systems	CSP	CSP	CSP
2	Low Voltage Systems	CSP	CSP	CSP
3	Mechanical Services	CSP	CSP	CSP
4	Air Conditioning & Ventilation Systems	CSP	CSP	CSP
5	Common Area Water Heaters	CSP	CSP	CSP
6	Potable Water Systems	CSP	CSP	CSP
7	Drainage and Sewage networks	CSP	CSP	CSP
8	Building Fabric Weatherproofing		CSP	CSP
9	<b><u>Testing, Certification &amp; Quality Maintenance</u></b>			
	a Potable & Swimming Pool Water	SSP	CSP	SSP
	b Chilled Water		CSP	SSP
	c Pressure Vessels	CSP	CSP	CSP
	d BMU	SP	CSP	SSP

	e Elevators / Lifts		CSP	SSP
10	<b><u>Tank Cleaning &amp; Quality Maintenance</u></b>			
	a Potable water tank		CSP	SSP
	b Sewage Tank de sludge		CSP	SSP
11	BMS		CSP	SSP
12	Fire Alarm Systems		CSP	SSP
13	Smoke management fans		CSP	CSP
14	Fire dampers		CSP	CSP
15	Fire Fighting Systems		CSP	SSP
16	CCTV		CSP	SSP
17	Access Control		CSP	SSP
18	Automatic Doors		CSP	SSP
19	Parking Barriers & Management System		CSP	SSP
20	Multi VRF and Split Condensers	CSP	CSP	CSP
21	FAHU	CSP	CSP	CSP
22	Chillers	CSP	CSP	SSP
23	Chilled water pumps	CSP	CSP	CSP
24	Generator	CSP	CSP	SSP
25	Central battery		CSP	SSP
26	Lighting Control	CSP	CSP	CSP
27	BMU Cradle	CSP	CSP	SSM
28	Elevators / Lifts		CSP	SSM
29	Swimming Pool Equipment	CSP	CSP	SSM
30	Master Antenna TV/Satellite		n/a	
31	Garbage Chute	CSP	CSP	CSP
32	Lightning Conductors	CSP	CSP	CSP
	<b><u>Management</u></b>			
33	Soft Services (Cleaning, Pest Control etc.)		CSP (Monitor)	
34	Security / Concierge		CSP (Monitor)	
	Service Provider for MEP Services			
	SSM = Specialist Service Provider			

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Signature of Contractor  
With Company Seal