


REQUEST FOR PROPOSAL

CCTV AND PA SYSTEM AMC

Project	The One Tower, Barsha Heights (Tecom)		
Date of Issue	February 13, 2020	Reference No.	TOT_RFP2020-006
Mode of Submission	procurement@itihad.co.ae	Work Order No.	006
Prepared By:	Jerry Mae Yabut	Approved By	Waqar Hasan
Reviewed by	Scott Sinclair	Mobilisation	TBA
ICM Procurement Contact No.	+971 4 4311937 (Jerry Mae)	Closing Date	February 18, 2020

Project Description	
Name & Location:	<i>The One Tower, Barsha Heights (Tecom)</i>
Property Type:	<i>Commercial</i>
Year of Completion:	<i>2009</i>
No. Of Floors:	<i>G+51</i>
Developer:	<i>Rashid Mohammad Abdulla Al Mazroui Real Estate Developments</i>
	

Site Inspections	
Name	Amer (Site Supervisor)
Email	N/A
Phone	+97154-5813-568
Visit/Inspection Hours	To be scheduled

General Information

- I. Service Providers are invited to submit proposals for the Annual Maintenance Contract for CCTV and PA System Services to Itihad Community Management in connection with its facilities located at The One Tower, Barsha Heights (Tecom). This RFP is being provided to Suppliers so that they may develop a comprehensive cost and performance proposal for meeting some or all of client's needs, but is not intended to limit proposal content. Suppliers are encouraged to provide proposals which include alternative service methods or operations.
- II. The Service Provider selected by Itihad Community Management will have significant expertise in the areas necessary to meet the needs and requirements set forth in this RFP including, without limitation, the ability to provide innovative solutions and introduce management strategies to improve efficiencies. Critical criteria in Management's evaluation process will include the Service Provider's ability to share data and jointly develop scope of service which meets or exceeds our mutual needs.

Scope of Work

The scope of work for the annual maintenance includes the following activities but not limited to:

- Scheduled visits, at least once every 3 months, should include detailed inspections, checking & servicing of the Systems to maintain them in full operational condition at all times as per Dubai Department of Protective Systems (SIRA) standards as a minimum.
- The Service Provider should ensure that all cameras' position, exposure and lens focus is as per required view, there is constant and uniform power to all cameras for 24x7 recording and that the frame rate recording of cameras is as per desired backup time.
- The Service Provider shall check the Public Address system for proper operation of all components and ensure all amplifiers, power supplies and heat sinks are free of dust and cooling properly. The system should be checked and if necessary make adjustments to improve clarity and quality of any broadcast information.
- Response times. If any problem is identified and reported to the Service Provider between the scheduled visits, the Service Provider must rectify within 4 hours of receipt of urgent requests and 48 hours receipt of non urgent requests. If the rectification requires replacement of any part, it should be completed within 1 day for urgent and 5 days of reporting or acceptance of quotation where the repair is a non urgent variation and not a warranty repair.
- Any spare parts replacements related to the System provided by ICM, should be installed free of cost during the scheduled maintenance visits.
- The Service Provider, at his own cost, shall make good all 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.
- The Service Provider to provide operation training to site security staff on how to operate the System and carry out basic maintenance to address and prevent basic troubles.
- If required by SIRA under the current regulations, the Service Provider shall arrange a SIRA audit

inspection and provide Certificate within 30 days of contract commencement.

- As required by RERA, the Service Level Agreement to be agreed between the parties will include Key Performance Indicators and Metrics which will be linked to marginal price adjustments where the service Provider fails to deliver the agreed level of performance.

***Note:** All Bid must include:

1. Valid trade license.
 2. Client references as per the enclosed template
 3. Liability Insurance
- Itihad are not under any obligation to accept the lowest or any quotation.
 - **Payment Terms:** ICM payment terms are 30 days net upon submission of Invoice to accounts@itihad.co.ae (read receipt requested) along with signed work completion or service report as applicable.

Signature of Contractor
With Company Seal