


REQUEST FOR PROPOSAL

LIGHTING CONTROL SYSTEM AMC

Project	The One Tower, Barsha Heights (Tecom)		
Date of Issue	February 6, 2020	Reference No.	TOT_RFP2020-007
Mode of Submission	procurement@itihad.co.ae	Work Order No.	007
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 20, 2019

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 Lighting Control 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:

- Planned preventative and reactive maintenance of ABB Lighting control system components as per attached ABB asset lists. Non comprehensive apart from minor consumables, fuses, insulating tape and the like. All inclusive labour for one year for all services including labour for replacing spare parts which become faulty during the contract period.

- Planned preventative schedule shall be quarterly (every 3 months) to thoroughly check, clean and analyse errors remaining on the system. Check all connected devices are functioning properly and communicating without faults.

- The Supplier shall provide the necessary tools, testing equipment and diagnostics included in the service fee.

- Any major spare parts required and approved by the client will be reimbursed to the supplier at cost + 10% + VAT. The client reserves the right to issue a Request For Quotation to other suppliers for major components exceeding AED5,000 in value.

- The fee must include any reprogramming required due to corruption or replacement of the defective devices. Reprogramming due to any requirement to extend or upgrade the system is excluded and will be covered under separate quotations if required.

- The service provider must offer an emergency call out service for major high priority complaints. Unscheduled callouts will be limited to a maximum of 12 per year outside of normal business hours and unlimited call outs for complaints occurring during business hours. The service provider should indicate within their proposal, the fee for out of hours emergency callouts where the number exceeds 12 per year.

- The service provider must maintain a rolling backup copy of the system software and parameters and reinstall the latest backup in the event of software corruption occurring.

- The service provider is required to provide a soft copy script of system parameters and settings at each quarterly service for review by the facilities Manager.

- The service provider is required to review the system settings and parameters and recommend any improvements to the Facilities Manager which will result in energy savings and improved efficiency of the system. Any changes to the system parameters or settings required by the Facilities Manager, or due to changes in season, will be carried out by the Service Provider during the quarterly service visit at no extra cost.

***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