


# REQUEST FOR PROPOSAL

## PEST CONTROL AMC

<b>Project</b>	<b>The One Tower, Barsha Heights (Tecom)</b>		
<b>Date of Issue</b>	February 19, 2020	<b>Reference No.</b>	TOT_RFP2020-010
<b>Mode of Submission</b>	procurement@itihad.co.ae	<b>Work Order No.</b>	010
<b>Prepared By:</b>	Jerry Mae Yabut	<b>Approved By</b>	Waqar Hasan
<b>Reviewed by</b>	Scott Sinclair	<b>Mobilisation</b>	TBA
<b>ICM Procurement Contact No.</b>	+971 4 4311937 (Jerry Mae)	<b>Closing Date</b>	February 26, 2020

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

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

## General Information

- I. Service Providers are invited to submit proposals for the Annual Maintenance Contract for Pest Control 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:

- 12 monthly Inspections and Treatment Services per year to prevent, control and eliminate insect, pest and rodent levels.
- Call outs as required to deal with infestation or complaints raised by residents through the facilities manager or ICM customer service department.
- Treatment Schedules to all areas should be clearly stated in the proposals.
- Service providers must include the provision of rodent boxes, traps, consumables and the like required in performance of the services.
- Service providers must ensure that all chemicals, pesticides, insecticides and baits used on the premises are used in compliance with the manufacturer's written instructions and recommended dosages and in full compliance with Dubai Municipality Health and Safety directives.
- Contractor to survey the site before providing comprehensive proposals.

#### Deliverables / KPIs

Key Performance Indicators (KPIs) shall be implemented to evaluate the effectiveness and quality of Vendors services.. The following are some examples of key performance indicators. Full KPIs will be developed with the appointed contractors/vendors.

- Service quality (objective measurements/KPIs).
- Service effectiveness. Compliance to Pest Control Excellence Standards.
- Sustainability and environmental impact (water/chemicals).
- Compliance with agreed schedules and timescales.
- Presentation of staff. Communication effectiveness.
- Emergency response and call outs.
- Proactive service suggestions and liaison with other vendors and unit occupants to achieve the required goals.
- Maintenance of all onsite documentation and updating Facilities Management on the control and use of any substance hazardous to health.

- Effectiveness of risk management and control.

**\*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](mailto:accounts@itihad.co.ae) (read receipt requested) along with signed work completion or service report as applicable.

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Signature of Contractor  
With Company Seal