A. Scope of Work for Building Management & Maintenance

The Second Party shall, from the contract signature date until its expiry, perform the following works and services for the First Party:

Building Details

- **Total area:** 1,712.02 m²
- **Number of floors:** Ground floor and 11 floors, plus 4 basement parking levels
- **Year of construction:** 2011

Asset Assessment & Inventory

- Prepare a detailed report covering the assessment and inventory of all assets in the building (equipment, tools, systems, materials, and spare parts).
- Assign a unique code to each item and register it in the CAFM system within two months from the site handover date.

CAFM System Provision

- Provide a fully integrated CAFM system enabling submission of maintenance requests and tracking them from initiation to completion.

Preventive Maintenance

- Perform periodic preventive maintenance according to the following frequencies:
    - Monthly
    - Quarterly (every 3 months)
    - Semi-annual
    - Annual
- Apply high quality standards across all preventive maintenance activities.

Operation & Maintenance of Energy-Saving Equipment

- Operate and maintain energy-efficiency equipment for HVAC and lighting using the latest technologies.
- Submit an annual report detailing the level of energy savings and environmental impact.

Maintenance Obligations

The Service Provider shall be capable of operating systems and equipment, perform Preventative Maintenance which shall assess the condition of systems or equipment; carryout any remedial work resulting from Preventative Maintenance; respond to breakdown of systems or equipment and rectify the situation, carryout minor modifications to existing equipment, report to Company on any improvements which may be of benefit.

The Service Provider acknowledges that the minimum standard of maintenance frequency and the carrying out of the tasks acceptable shall be in accordance to the manufacturer's recommendations in their respective Operation and Maintenance manuals. In the absence of such manuals, then Building & Engineering Services Association's (Formerly Heating and Ventilation Contractors Association) Standard Maintenance Specification for Building Services - SFG20 as and when updated shall be adopted to establish maintenance or replacement regimes and periodicities for key components and consumables.

For avoidance of any doubt and clarity, where derogation is sought then Service Provider shall submit a Variation request in accordance to Facilities Management Agreement review procedure.

The Service Provider shall submit draft Planned Preventative Maintenance Plan for all the building assets, equipment and plant that comprise the Premises. For avoidance of any doubt and clarity, Service Provider shall submit final draft Planned Preventative Maintenance Plan for approval with in 7 days after Contract commencement date. For brevity, all work activities and frequencies from commencement date shall be in accordance to the draft Planned Preventative Maintenance Plan.

For avoidance of any doubt and clarity, the draft Planned Preventative Maintenance Plan shall contain the following information:

i) Details of the proposed start and end dates for each period of Planned Maintenance, the tasks to be carried out and the proposed hours of work; and

ii) Details of any effect of the Planned Maintenance on the delivery of any of the Services and/or the activities of the Company.

iii) Provide method statement and risk assessment or standard operating procedures for each piece of equipment or system;

iv) Characterize critical and noncritical systems and/or equipment

Service Provider shall employ best practice to identify non-critical and critical assets utilizing recognized asset criticality ranking methodology which takes cognizance of the following criteria as a minimum:

l) Health and Safety Impact

ii) Environmental Impact

iii) Operational Impact

iv) Financial Impact

Service Provider shall ensure that all maintenance work, completed or being carried out, shall comply with all statutory and other legal requirements.

The Service Provider shall ensure that repairs or replacements shall be carried out as necessary to ensure the structure and equipment is maintained in good operational. order, is fit for design purpose and that the Company's requirements are met at all times.

In addition, and where applicable, Service Provider shall provide a draft Life Cycle

Forward Maintenance Plan in keeping with requirements within 03 (three) months prior to each Contract Anniversary for review in accordance to Facilities Management Agreement review procedure. For avoidance of doubt and clarity, the final draft of the Life Cycle Forward Maintenance Plan shall be submitted for Company's review within 01 (one) month prior to each Contract Anniversary.

Proposal should include, but not limited to, ensuring uninterrupted day to day operation of all building services, planned preventive, predictive, reactive and corrective maintenance activities for equipment and systems within the buildings premises and soft facilities/infrastructure of the development, in general.

i) Mechanical, Electrical & Plumbing (MEP)
ii) Cleaning & House keeping
iii) Security Management
iv) CCTV system
v) Biometric Attendance system
vi) Access control system.
vii) Visitor management system
viii) Pest Control
ix) Specilaized System Maintenance
x) Led Ticker
xi) Façade Cleaning – 2 times.
xii) Extra low voltage system
xiii) Elevators
xiv) Fire Fighting and Fire alarm system
xv) Lighting Control System.
xvi) CBS
xvii) Sliding door and Gate barrier.
xviii) Water tank cleaning
xix) BMU
xx) Chiller, Adiatic Cooling system and Chiller Plant manager.

General Requirement:

The FM Services Provider shall keep the Maintained Assets in good and serviceable condition throughout the term in accordance with laid down Standards of Maintenance and Repair and the Maintenance Plan. Rectification materials and equipment used shall be equal or better in terms of quality to those replaced.

The FM Service Provider's maintenance obligations shall comprise, without limitation:

i) Planned preventative maintenance of the Maintained Assets in accordance
ii) with the FM Services Provider's PPM program;
iii) Reactive maintenance including emergency maintenance and repair services;
iv) Repair, replacement and/or refurbishment of the Maintained Assets including capital/asset replacement;
v) Routine, periodic and visual inspection of the Maintained Assets;
vi) Independent inspection and preparation of reports in accordance with any statutory requirements;
vii) A threshold of AED 500 to be considered towards maintenance.
viii) Provision and availability of information, records, drawings, logs, asset registers, reports, break down reports and history sheets; annual load test certificate for cradle and elevators
ix) plus insurance and statutory inspection certificates in a timely manner, on demand from the Client throughout the term. Such records and reports shall identify or detail as a minimum the work done, faults, problems, diagnosis, solutions, corrective actions, reasons why, actions taken and time lines involved, providing a complete record of the asset history. Regulatory insurance inspections (e.g. pressure vessels and lifting equipment) shall be undertaken by a recognized independent third-party inspector;(if applicable)
x) Utilization of a CAFM system to record all the Maintained Assets;
xi) Provision of a risk assessment program on an ongoing basis;
xii) All MEP assets like FAHU, AHU, FCU's etc. must have service tags;
xiii) Liaison with maintenance provision of the applicable utility services;
xiv) Responsible for the maintenance of any pipes, sewers, drains, mains, ducts, conduits, water courses, cables, channels, boundary fences or other things which are building assets.
xv) Taking all reasonable measures to prevent the blockage of sewers, pipes, drains, mains, ducts, conduits, watercourses and channels. In the event of a blockage;
xvi) Occurring inside the management assets
xvii) Outside building managed assets as a result of any act or omission or failure to act by the FM Services Provider, the FM Services Provider shall be responsible for rectification and the alternative disposal of foul liquid waste;
xviii) Provision of all resources, tools, equipment (including any computer equipment and software), materials, spares, replacement parts and consumables, and oils and greases;

In Brief:

Objective: To ensure planned preventive maintenance (PPM) and timely reactive maintenance of Mechanical, Electrical and Plumbing (MEP) equipment and systems of the development/building are performed in such a way to increase the overall life cycle period.

Primary Activities: The basic activities for the maintenance of MEP equipment and systems are included but not limited to the following items described under each section; Mechanical, Electrical and Plumbing:

MECHANICAL:

The below listed system and equipment in the buildings and the respective activities shall be included in mechanical scope:

i) Air-conditioning & Ventilation Systems: Air Handling Units, Fresh Air Handling Units,
ii) Fan Coil Units, Closed Control Units, Extract/Exhaust/Supply/Fresh Air Fans, Car
iii) Park Ventilation, Smoke Fans, Smoke Curtains/Power Smoke Ventilators, Duct
iv) Heaters, Pressure Gauges / Thermometers, Fire/Smoke. Air Outlets, Valves & Stralners, Make-up Air Fans, Staircase Pressurization Fans, Variable Air Volume Units (power supply to be arranged for Shell & Core area while PPM is carried out for VAVs). all related controls, Chilled water pumps, valves, accessories, chemical dosing units and all related controls, chiller, air curtain, CAV,Air & dirt, separator, copper silver ionization, flowmeter, BMS
v) Chemical for chemical dosing system.
vi) Supply skilled and experienced man power to operate and periodically monitor all mechanical equipment and systems to ensure smooth and uninterrupted day to day operation of the facilities.
vii) Operation & Maintenance of the assets to be according to FM check sheets, hourly/daily schedules with seasonal adjustments to be arranged to ensure efficient utilization and saving energy.
viii) Analysis of daily/hourly records and temperature readings to resolve issues such as differential temperature of district cooling.
ix) Procure spares and consumables required for day to day operation and maintenance of mechanical system and equipment.
x) Carryout timely reactive, preventive and predictive maintenance activities;
xi) Identify actions/requirements necessary to maximize asset value and life of assets and implement

ELECTRICAL:

The FM provider to manage and perform electrical systems maintenance
works in a cost effective and efficient manner by using state-of-the-art maintenance management systems:

i) Management systems shall, as a minimum, include a standardized and meaningful
ii) annual work plan, accurate facility condition assessment techniques.
iii) Operation & Maintenance of the assets to be according to check sheets,
iv) Periodic/daily schedules with seasonal adjustments to ensure efficient utilization and
v) saving energy.
vi) Management of electrical systems includes liaising with the appropriate governmental authorities/ contractors/suppliers and end users.
vii) Continuously and proactively improve technical and managerial processes to minimize life-cycle maintenance and repair costs
viii) Check meter readings of electricity meters daily for building.

The following building components shall be deemed to be included:

i) LV Panels
ii) Motor control centres
iii) VFD's
iv) MDB's, SMDB's, Final Distrubutions Boards (DB).
v) Capacitor bank.
vi) Internal and External lighting and control system.
vii) Lift Monitoring System.
viii) Emergency and Exit Lighting System.
ix) Power Outlets
x) Earthing system
xi) Car park lights
xii) ATs Panel
xiii) Isolators
xiv) Bus Bar
xv) Cable trunking and tray Accessories.
xvi) Façade lighting
xvii) Air craft warning lights,
xviii) Photo voltaic system.

The frequency of individual system components has to be determined based of the manufacturer recommendations and customer/site requirements.

PLUMBING:

The below listed system and equipment in the buildings (refer schedule of buildings & asset register) and the respective activities shall be included in plumbing scope:

Equipment & Systems: Drainage (Waste, Soil, Rain Water) System, Hot/Cold Water Supply System, Filtration System, Sump Pumps, Domestic Water Transfer/Booster Pump Set, Floors & Roofs drains, wash basins, Irrigation System,circulation pump, solar water heater, sanitary ware, GRP Tank, UV Sterilizer, Grease interceptor, Bi polar, Toilets.

i) Functionality checking of all Toilet accessories which includes flushes tanks, wash basin mixer taps, ablution sprays etc. as per PPM schedule.

ii) Supply skilled and experienced man power to operate and periodically monitor all mechanical equipment and systems to ensure smooth and uninterrupted day to day operation of the facilities

iii) Procure spares and consumables required for day to day operation and maintenance of mechanical system and equipment.

iv) Carryout timely reactive, preventive and predictive maintenance activities.

v) Identify actions/requirements necessary to maximize asset value and life of assets and implement.

vi) Maintain records of drawings, O&M Manuals, maintenance history and inventory of spares.

Planned Maintenance

a) FM service provider shall implement comprehensive PPM program with best industry practice in accordance with manufactur er's recommendations.

b) Number of preventive maintenance activities and the deviations shall be as per SLA.

c) At the time of starting of the contract, the contractor shall furnish the deliverables for client's approval:

d) Comprehensive PPM schedule for one year clearly indicating the entire asset and the date when the PPM activities are planned

e) Task sheet for each PPM activity

f) Daily operation monitoring check list / log sheet for all major equipment

g) The Planned Maintenance approach shall include maintenance tasks which must be carried out at predetermined intervals or according to prescribed criteria and intended to reduce the probability of failure or the degradation of the functioning of the asset/system and/or its components including any ancillary equipment;

h) Service provider shall tag all the assets and integrated them with the CAFM system

i) Service Provider shall develop a structured set of tasks that adhere to standard operating procedures; ensures that required resources in terms of competent persons, consumables and spare parts are identified in advance to ensure timely execution of Planned Maintenance on all critical and noncritical assets.

j) Service Provider shall allow for the identification the periods of down state (time during which the service will be unavailable to the user or system). For avoidance of any doubt and clarity, with respect to civil components, preventive maintenance is applicable mainly to finishing work [painting, varnishing, covering, as well as cleaning operations (such as façades, roofs, terraces, outlets, drain pipes, grids, sewers, etc.)].

k) The Service Provider shall be required to utilize a robust maintenance management system for the generation of Planned Maintenance tasks annually.

Corrective Maintenance

a) FM Provider shall record all the defects noted during the PPM cycle and shall be responsible to rectify them within the rectification time stipulated in the SLA.
b) All major defects shal l be reported to client's representative along with diagnose report explaining the cause of the defects prior to their rectification.
c) The Corrective Maintenance approach shall include all maintenance tasks to be carried out after fault recognition and is intended to put an item into a state in which it can perform a required function.
d) Service Provider shall ensure that required stock levels are maintained for all critical and noncritical assets to enable execution of Corrective Maintenance.
e) Service Provider shall be required to keep auditable records for all corrective maintenance undertaken on site.

Reactive Maintenance

a) FM Provider shall be responsible to provide necessary supervision,skills, tools, spares and all other related resources to attend to reactive maintenance and to meet emergency requirements within the response and rectification times stipulated in the SLA.
b) Reactive Maintenance approach shall include all maintenance tasks to be carried out as fast as possible in order to bring a failed plant or asset to a safe and operational condition.
c) All reactive maintenance tasks up to the Financial Threshold Liability (including labour, materials, profit, overheads and any other relevant costs) shall be carried out within the Service Provider's Lump Sum Price.
d) The Service Provider shall put in place an appropriate regime to avoid delay in the repair and/or replacement of defective items so that service provision is maintained at all times. Each and every reactive service request must have an associated history, including completion date and time, within the Helpdesk system.
e) With the exception of EMERGENCIES, no works with a value in excess of the Financial Threshold Liability are to be undertaken without the prior agreement of the Company.
f) The Helpdesk element of the CAFM system shall be the sole focus of reactive maintenance activities.
g) The Service Provider shall be responsible for meeting minimum response times contained within this Specification to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the business of the Asset.

h) With particular cognisance to reactive lamping, the Service Provider must ensure that where a Handyman is utilised to fulfil these activities, documented accredited training schemes have been implemented ahead of systems interface. It is the sole responsibility of the Service Provider to ensure that all statutory Health and Safety requirements are met in respect of maintenance Works and inspections. The Service Provider shall inform in the first instance of any and all breaches of these regulations together with a programme for rectification

Condition Based Maintenance

a) Condition Based Maintenance approach shall include all maintenance tasks initiated by trends highlighted by routine or continuous monitoring of plant condition. This forms part of the preventive maintenance approach based on performance and/or parameter monitoring and the subsequent actions.
b) Based on their experiences, the FM services provider shall forecast possible future breakdown or failures of MEP systems and equipment illustrated in belowTable.
c) In coordination with client's representative, preventive measures shall be established within two months from starting of the contract. These measures shall include but not limited to:
d) Carryout necessary replacements of spares before any anticipated failure due to wear and tear and the end of life period of the spares
e) Identifying and procuring critical spares
f) Arranging special skills tools and ensures the availability of them at the right time and Performing special tests (non-destructive tests only).
g) The Service Provider shall ensure that it adopts the use of objective technologies to measure the condition of equipment through the use of statistical process control techniques, by monitoring equipment performance or through the use of human senses. This shall include but not be limited to :-
    i. Vibration analysis
    ii. Acoustic emissions monitoring
    iii. Thermography
    iv. Wear and oil analysis
    v. Power quality monitoring
    vi. Monitoring via building management systems.
h) The Service provider shall ensure that Condition Based Maintenance is performed after one or more indicators show that equipment, assets or systems are going to fail or that the performance is deteriorating.

Reliability Cantered Maintenance.

a) The Service Provider shall adopt a structured process to determine the equipment maintenance strategies required for any physical asset to ensure that it continues to fulfil its intended functions in its present operating context.

b) The Service Provider shall identify, agree and apply levels of Criticality to assets and assign to the consequences of failure, maintenance tasks prioritised to address the dominant failure causes.

c) In adopting this approach, the Service Provider shall;

- i) Identify the intended use of each asset and the associated performance standards
- ii) Identify in what ways the asset can fail to provide the required standards
- iii) Identify the events that cause each failure
- iv) Identify what happens when the failure occurs
- v) Identify in what way each failure impacts
- vi) Identify what systematic tasks can be performed to pro-actively prevent or diminish the consequences of failure.
- vii) Identify what must be done if suitable preventative tasks cannot be found

CLEANING AND HOUSEKEEPING SERVICE SCOPE OF WORK AND SERVICE

The FM Service Provider shall provide an environment that is clean, free of dirt, debris and pests and reflects a high standard of cleaning in building managed assets.
The cleaning service shall comprise both structured routine cleaning, and reactive cleaning as required, in response to spills and accidents. The services provided which shall comply with British Institute of Cleaning Science (BICS) recognized practice.

The FM Services Provider shall be responsible for the cleaning of all common property areas. The FM Services Provider shall provide, put in place and manage appropriate cleaning services and housekeeping professional, proactive cleaning regimes, using good industry cleaning practices for the common property that ensure, as a minimum:

i) Compliance with all Legislation, regulations and codes of practice.
ii) The requirements and recommendations of the manufacturers are met.
iii) Minimum disruption to the business of tenants, visitors and staff.
iv) The effective supply, installation and maintenance of adequate and suitable dispensers for consumable items.

v) The effective supply and maintenance of adequate and suitable containers for the disposal

vi) of consumable items.

vii) The effective supply of sufficient and suitable consumable items.

viii) The effective replenishment of dispensers.

ix) Relevant standards are met and common property presents a clean and well-tended appearance at all times.

x) All paths, car parks, and other hard-standing areas, including stone and gravel surfaces, shall be appropriately maintained and cleared to prevent the buildup of rubbish, debris, sand and leaves.

xi) The continuous cleaning of all surroundings within the perimeter including all car parks, walkways, footpath, pavements, canopy, and sign boards, traffic signs etc.

xii) Effective supervision is provided at all times during each shift by a fully trained and capable

xiii) person able to plan tasks, deal with priorities, resolve problems and ensure

xiv) Compliance with health and safety requirements, and ensure that resources are utilized to maximum effect throughout the shift. The supervisor shall ensure that handover notes detailing any concerns that have arisen that needs to be addressed in the following shift.

xv) All cleaning chemicals should be registered in a written format (preferably COSHH regulations) and have MSDS available at sites and staff appropriately trained to use them and aware of them.

xvi) The FM Services Provider shall use cleaning chemicals that have a low environmental impact.

xvii) The requirements set out in this Specification shall unless the context otherwise requires to

xviii) be interpreted as requirements to execute the Services in accordance with Good Industry Practice.

xix) The removal of accumulated dust, rubbish and litter on a continuous ongoing basis for all areas (internally & externally in buildings & externally on the common roads, pedestrian

xx) path and landscaped areas inside developers" plot limits)

xxi) Cleaning of all internal and external surfaces of the building including windows, doors, glass surfaces, furniture, fixtures, fittings, signs, boards, staircase railing, ceiling, floor, walls, etc.

xxii) Continuous cleaning of washrooms and pantries.

xxiii) The emptying of all rubbish/sanitary bins, etc. and replacing the liners as and when required.

xxiv) Respond to customer complaints related to cleaning.

xxv) Weekly deep cleaning of all external, internal areas.

xxvi) Restocking consumables as required (such as air fresheners, interfold, toilet rolls and hand soap) in common areas toilets.

xxvii) All external / internal signage.

xxviii) Façade cleanig

Cleaning Equipment and Material

The FM Services Provider shall provide all materials, equipment and consumables for the cleaning of the areas. Cleaning material & equipment must be adequate to ensure that the service delivery is not affected. Personnel shall wear appropriate uniform/apparel, which shall be kept clean and in good repair.

The FM Services Provider shall carry out risk assessments as stated in the Control of Substances Hazardous to Health (COSHH)/MSDS as per Regulations on all cleaning materials used and stored.

These assessments shall be kept at the site and be made available if required.

WASTE MANAGEMENT/ (General Waste) { Optional price}

The FM Services Provider shall provide waste management services to the Property of managed asset for all kinds of waste and arrange drop off at the appropriate waste receptacles at the building.

Primary Activities:

i) Manage the collection and removal of general waste from the premises on a daily basis.
ii) Maintain a clean, hygienic and safe environment.
iii) All waste containers are secured and kept tidy.

Specific requirements

i) FM contractor is responsible to ensure that fit-out contractor (if applicable) is providing the trash bin and clearing the site debris out of BV. If not, to be reported to security department.
ii) Hazardous waste management methods (like chemicals, bio waste, radioactive waste, electronic, tube lights etc.) should be in place such as considering the precautions that might be needed when using or producing hazardous or medical waste. FM Contractor should sub- contract this service and provide proposals as a variable/ at actual.
iii) Service provider should be registered with DM and comply with all contractual and statutory requirements.

Common Property Waste

i) The FM Services Provider to ensure the inspection and cleaning of common waste on a daily basis and emptied as required.
ii) he FM Services Provider shall collect and remove common property waste from the waste refuse rooms till the transport waste.

Hazardous and Chemical Waste

The nature of facilities management services means there may be generation of hazardous waste by the Facilities Management Service Provider. This includes items such as but not limited to:

i) Cleaning chemicals
ii) Dirty oils
iii) Chiller Refrigerants
iv) Residual pesticides
v) Toners / Printer cartridges
vi) Paint tins / cans
vii) Electric Bulbs / tube lights

As with the solid waste removal system, the FM Service Provider shall arrange for appropriate collection and removal of hazardous and chemical waste.

The FM provider will be responsible for the removal of hazardous waste in accordance with DM regulations and guidelines.

Licenses

The FM Services Provider shall provide documentary evidence of his or his sub-contractor's license as an authorized carrier of waste wherever these services are provided.

PEST CONTROL SERVICES

The Service provider is responsible for the provision of pest control services for the property's common areas only. The Service provider shall provide all necessary tools, applicators, device, equipment and supplies for the performance of its services.
Ensure that its agents, workers or employees, who apply pesticides in the Property, must be sufficiently trained to carry out the pest control services correctly and safely;
Provide the Client with "material safety data sheets"in respect all pesticides, which will be used.

General Requirements

The Service provider shall provide labor, resources, and support and shall complete all its obligations and responsibilities in respect of this Contract to maintain the Property.

i) The Service provider will not use any method or substances, which may cause damage to any surface or environment. Any damage or loss through negligence by the Service provider or Service provider's staff shall be the sole responsibility of the Service provider.
ii) The Service provider's staffs are appropriately trained by the relevant authority and have full understanding of all OHS issues.
iii) The Service provider is to supply all the appropriate Personal Protective Equipment (PPE) to Service provider's staff.

iv) All processes are to be used using suitable methods, equipment or substances in accordance with manufacturer's recommendations.

v) All Material Safety Data Sheets (MSDS's) should be obtained for each substance that is used and should be up to date and easy accessible.

vi) All Method Statements (MS's) must be available for inspection and should be up to date and current.

vii) Environmental standards should be considered when using all materials. E.g. dispose of used materials in the appropriate manner according to the MSDS.

viii) All materials are to be stored and handled according to the appropriate standard including Personal Protective Equipment (PPE).

Frequency of Service

The Service provider must ensure minimum once/month services are done or as required & when necessary to maintain a pest free environment.

Performance of Services

The Service provider shall perform the Services at the sites specified in this document;

i) With the care and diligence expected of a professional experienced in providing services of this type;

ii) In every respect to the reasonable satisfaction of the clients representative;

iii) In conformity with all directions and requirements of the clients representative;

iv) In compliance with all statutes, regulations, ordinances, industrial agreements, safety requirements, security requirements, by-laws and requirements by authorities having jurisdiction affecting the Services;

v) Provide information to the Client as to the manner and timing of the performance of the Services, on request;

SPECIALIZED SYSTEM MAINTENANCE

To ensure all services and activities related to the maintenance of specialized building systems by the specialist vendors are controlled and managed by the FM provider including the associated costs.

Primary Activities:

i) FM service provider will co-ordinate internallythe quotation process in awarding of the SSM contracts to all specialized building systems vendors.

ii) The FM provider to receive the PPM schedules, analyze it and coordinate the necessary requirements such as system shutdown etc. to facilitate various activities.

iii) The FM provider to monitor the successful execution of specialized systems contracts or miscellaneous works by the vendors as per the agreed scope of works.

iv) FM provider to manage variable works such as modification to suit fit-out (if applicable) and other requirements through the specialized system contractor with competitive rates.

v) FM Provider to supervise the maintenance activities by the specialist vendors and submit a

vi) report on a monthly basis.

Specific Requirements:

FM vendor is required to quote for the systems maintenance in the attached appendices Price Structure.

FM contractor to Propose the Hard service manpower, Cleaners and security.and security shoule be 12/hr/ day.

Service Level Agreement Matrix

Sn	Key Activities	Performance Level	Key Performance Indicators
Mechanical/Electrical/Plumbing System Maintenance Services			
1.	**Undertake All the Preventive Maintenance service on Equipment's / Plants**	• **Agreed Planned Preventive Maintenance program established and maintained for optimal performance of Plant and Equipment's** • **Work Orders managed with the use of CAFM**	• **Yearly PPM Plan issued not later than 15 Days prior to start of the Contract.** • **95% of the PPM completed as per the plan otherwise agreed by the client in writing.** • **PPM programs are current and up to date** • **No breakdowns resulting from lack/Ignorance of Maintenance** • **Availability of daily monitoring / supervisory checklist on all critical equipment/plant** • **No PPM postponed without proper justification** • **All the documents referring to the maintenance activities are complete, accurate and readily available for reference.** • **Monthly report submission not later than 7 Days every month.**

Service Level Agreement Matrix

<table>
<tr><th>Sn</th><th>Key Activities</th><th>Performance Level</th><th>Key Performance Indicators</th></tr>
<tr><td colspan="4">Reactive maintenance response times are met in accordance with the following Classification</td></tr>
<tr><td>2.</td><td>Undertake All the Preventive Maintenance service on Equipment’s / Plants</td><td>
<u>Common MEP Systems and Specialized System</u>
<table>
<tr><th>Category</th><th>Response</th><th>Resolution</th></tr>
<tr><td>Emergency</td><td>Immediate</td><td>1 Hour</td></tr>
<tr><td>High</td><td>1 Hour</td><td>4 Hours</td></tr>
<tr><td>Medium</td><td>1 Hour</td><td>24 Hours</td></tr>
<tr><td>Low</td><td>2 Hours</td><td>24 Hours</td></tr>
</table>
<table>
<tr><th>Category</th><th>Response</th><th>Resolution</th></tr>
<tr><td>Emergency</td><td>1 Hour</td><td>3 Hours</td></tr>
<tr><td>High</td><td>2 Hours</td><td>4 Hours</td></tr>
<tr><td>Medium</td><td>4 Hours</td><td>24 Hours</td></tr>
<tr><td>Low</td><td>12 Hours</td><td>72 Hours</td></tr>
</table>
</td><td>

100% Service requests are attended
100% conformance meeting the emergency service call requests
100% conformance meeting the High priority service call requests
95% conformance meeting the Medium and Low priority service call requests
Incidents are reported to employer representatives within 12 hours
Monthly report submission not later than 7 Days every month.
100% performance summary captured in the monthly report
100% accuracy in the reports

</td></tr>
</table>

Service Level Agreement Matrix

Sn	Key Activities	Performance Level	Key Performance Indicators
Reactive maintenance response times are met in accordance with the following Classification			
3.	**Statutory Inspection and Certifications**	**All the Statutory Inspection and Certification requirements are identified and carried out as per the legal requirements**	• **All the Statutory Inspection and Certification requirements are identified** • **Statutory Inspection schedules established and maintained 100% conformance to Statutory Inspection and Certification** • **Statutory reports are up to date and readily available for reference** • **No fines arising from the non-conformance from regulatory or Statutory authorities.**
4.	**Manage / Allocation of service delivery team**	**All the agreed manpower readily available during agreed office hours 24 x 7 x 365 days and remote response during non-office hours.**	• **Attendance register established and 100% accuracy maintained** • **On time leave replacement in case of absenteeism** • **24 x 7 call centre**
5.	**Establish, maintain Forward Maintenance Register**	**FMR maintained and reviewed annually and includes projection for life cycle asset replacement on a rolling five years look ahead basis.**	• **All the asset registers are current and updated** • **100% preservation to O&M manuals, drawings** • **FMR is current and readily available** • **95% of the FMR task completed as per the plan otherwise agreed by the client in writing.**

Service Level Agreement Matrix

<table>
<tr><th>Sn</th><th>Key Activities</th><th>Performance Level</th><th>Key Performance Indicators</th></tr>
<tr><td>6.</td><td>Maintenance of critical spares</td><td>• All essential spares are maintained as per the operational requirements to avoid unexpected business disruption
• The critical spare list to be provided at very month for client.</td><td>• The critical material list readily available and minimum stock maintained
• The supplier list established with completed contact details
• No business disruption due to non-availability of spares
• All reference material and data sheets are current and up to date and readily available for reference.</td></tr>
<tr><td colspan="4">Cleaning Services</td></tr>
<tr><td>1.</td><td>Provide routine cleaning services</td><td>Premises to be kept clean and tidy and meet the customers' requirements

Reactive Response

<table><tr><th>Category</th><th>Response</th><th>Resolution</th></tr><tr><td>Emergency</td><td>5 mins</td><td>30 mins</td></tr><tr><td>High</td><td>10 mins</td><td>1 hour</td></tr><tr><td>Medium</td><td>15 mins</td><td>4 Hours</td></tr><tr><td>Low</td><td>2 Hours</td><td>24 Hours</td></tr></table></td><td>• No Complaints from Internal / External customers
• Availability of periodical monitoring check list in place
• 100% completion to the schedule activities
• Monthly report submission not later than 10th of every month.
• 100% accuracy in report submission
• Incidents responded within 10 mins.
• No Incidents running out of stock of toilet hygiene consumables</td></tr>
</table>

Service Level Agreement Matrix

Sn	Key Activities	Performance Level	Key Performance Indicators
2.	Provision of Hygiene consumables	All agreed facilities are slacked with necessary hygiene consumables	• No instance of non-availability of hygiene consumables Consumption records maintained with accuracy • Availability of MSDS wherever required
3.	Deep Cleaning of the complete building	The Floors of the building should be shining	• No complaints about cleaning and pest control
	Building Fabric Maintenance		
1.	Undertake Periodical Inspection and maintenance	The building fabrics are well maintained for the maximum utilization and optimal performance Regular Inspection carried out to keep the performance and monitor the statutory inspection requirements.	• Asset register established, current and up to date • Established of forward maintenance register, readily available current and up to date • 95% of the FMR task completed as per the plan otherwise agreed by the client in writing • Established of approved specialist service vendor list, current and up to date. • Inspection records are maintained and reported within 24 hours • All Statutory inspection requirements are identified and certified

Service Level Agreement Matrix

Sn	Key Activities	Performance Level	Key Performance Indicators
		MANAGEMENT SERVICES	
1.	**Quality Assurance**	**All the services are provided in accordance with the accepted quality management system meeting the maximum satisfaction of the employer and their representatives.**	• **Staff allocated have appropriate qualifications and Experience and approved by employer's representative** • **Policies, procedures are current and conveyed to the team. 100% compliance** • **Records are maintained in the approved documents format and 100% reliable and complete.** • **Documents are regularly to reviewed for the appropriate usage and audited at least once in 6 months** • **100% attendance to weekly, monthly and other periodical management meeting.** • **Minutes of meeting circulated within 3 working days, current and up to date.** • **Updated organization chart in place, changes are updated to the employer's representatives with in 24 hours.** • **Changes in manpower done with prior notice.** • **Monthly reports submitted within 10 Days after completion of the month** • **Reports furnished on mutually agreed format.** • **All the PPM/Reactive activities summary**

			furnished with the category and classifications.
2.	Performance reports preparation and Submission	Provide a formal progress reports to employer's representative on monthly basis	• The Challenges experienced during the Monthly operations • The pending design issues details furnished current and up to date. • The Outstanding approval details furnished current and up to date. • Accurate pending snag furnished current and up to date. • The incident / breakdown descriptions furnished current and up to date. • Continues improvements captured with details.
3.	Financial Process Management	Develop and maintain an operating and capital replacement budget in consultation with the employer's representatives	• 100% audible documentation for all process • Alert the employer's representative for the any forecasted expenditure • Budget variation reporting current and up to date
4.	Training and Development	All the staffs allocated to be competent and continuously upgrade the knowledge and skills to keep the quality of work performed.	• 100% of the staff inducted at site level • Function based training requirements are identified and training matrix established. • Training Plans are current and up to date and agreed by the employers repetitive. • Training records are readily available and retrievable. • All the Allocated staffs are safety inducted prior assigning any task.

5.	**Health and Safety**	**Operations carried out with at most care on the people, plant and materials meeting all statutory / regulatory and employer representative's satisfaction**	• **A detailed written method statement in place for all critical activities** • **A detailed risk assessments carried out for all operational activities** • **Employees are trained on the necessary plant and equipment operation and maintenance activities** • **100% conformance to regulatory / Statutory requirements.**

Preventive Maintenance - Master Frequency

SN	Functional Description		Equipment	Dly	Wky	Mthly	Qtly	Hfly	Anly
1	**Heating, Ventilation & Air Conditioning Units**	Chilled Water System	Secondary Chilled Water Pump	√			√	√	√
		Air Systems	Air Handling Units	√		√	√	√	√
			Fan Coil Units				√		√
			Closed Control Units	√		√	√	√	√
			Chiller	√		√	√	√	√
			VAV / CAV				√	√	√
			Air Curtain				√	√	√
			Air & Dirt Seperator				√	√	√
			Flow Meter				√	√	√
			BMS	√	√	√	√	√	√
			Fans	√			√	√	√
2	**Water System**	Water Tanks	Ground Water Tanks	√				√	√
			Tank for Domestic Water	√				√	√
			Domestic Water Heater						
		Pumps	Domestic Water Pump	√			√	√	√
			Water Filteration System	√			√	√	√
			UV Sterilizer	√			√	√	√
			Sanitary ware	√			√	√	√
			Solar Water Heater	√			√	√	√
			Bipolar	√			√	√	√
			Water Meter	√			√	√	√
3	**Life Safety Systems**	Fire Fighting	Diesel Driven Fire Pump				√	√	√
			Electric Fire Pump				√	√	√
			Jockey Pump				√	√	√
			Batteries		√				
			Water Headers						√
			Wet Risers				√	√	√
			Sprinklers - Fire Fighting						√
			Fire Extinguishers				√	√	√
			Hose Reels				√	√	√
			Dry Risers				√	√	√
		Fire Alarm	Fire Detectors				√	√	
			Control Panel (Fire Alarm)				√	√	
			Interface Unit						√
			Sounders / speakers						√
			Manual Call Point						√
		CO Detection System	Main Unit (CO Detection System)						

SN	Functional Description		Equipment	Dly	Wky	Mthly	Qtly	Hfly	Anly
			CO Detectors				√		√
		Fire Extinguishing system	FM 200 System / ABC / CO2 / Dry Powder				√		√
			Pressurisation Fans for Staircase				√		√
			Clean Agent	√			√	√	√
			Flasher	√			√	√	√
4	**Mechanical**	Sewage System	Sewage Pump			√		√	√
		Garbage System	Refuse Chute Fan				√		√
		Sump Pumps	Sump Pumps				√		
			Manholes						
			Grease interceptor	√	√	√	√	√	√
5	**Electro-Mechanical**	Generator Set	Fuel Tank (Generator)						√
			Fuel Pumps				√		√
			Batteries (Generator)		√				
			Alternators						√
			Engines						√
6	**Electrical**	MV Panel	Main Distribution Board					√	√
		Low Voltage System	Capacitor Banks					√	√
			SMDB					√	√
			Motor Control Centre					√	√
			Distribution Board						√
			Bus Bar Riser/ Bus Ducts						√
			Lighting System						√
			ATS Panel	√			√	√	√
			Isolator	√			√	√	√
			Electrical Meter	√			√	√	√
			Lighting Control System	√			√	√	√
			Motor Sensors	√			√	√	√
			Occupancy Sensors	√			√	√	√
			Lighting Fixtures	√			√	√	√
			Air Craft Warning Light	√			√	√	√
			Facade Lighting	√			√	√	√
			Earthing & Lighting protection	√				√	√
			Cable tray & Trunking					√	√
7	**Electronics**	Central Emergency Battery Systems	Central Emergency Battery Systems		√		√	√	√
			Server						
			Multiplixer						
			Digital Video Recorder						

SN	Functional Description		Equipment	Dly	Wky	Mthly	Qtly	Hfly	Anly
		Closed Circuit TV	Monitors						
			Cameras	√			√	√	√
			Matrix Switcher						
			Access Control System	√			√	√	√
			Card Reader	√			√	√	√
			Push Button	√			√	√	√
			Door Controller	√			√	√	√
			Magnetic door lock	√			√	√	√
			Gate Barrier	√			√	√	√
			Ups	√			√	√	√
			Audio Video Intercom System	√			√	√	√
			Led Ticker	√			√	√	√
			Visitor Management syst				√	√	√
			Active Networking System	√			√	√	√
			Structure Cabling System				√	√	√
			Biometric Attendance System				√	√	√
		Public Address System / PAVA system	PAVA System				√	√	√
8	**LPG Systems (If applicable)**	LPG Tanks and accessories	LPG Tank						
			Deluge Foam System						
			Deluge Spray Syetem						
9			**Elevator**	√		√	√	√	√
10	Plant Maintenance		Indoor / Out door plants		√	√	√	√	√

Care of All Building Facilities & Floors

- Operate and maintain all authority facilities and floors, including basement parking levels.
- Address leaks, plumbing works, and repainting as needed.

Electricity Bill Reduction

- Ensure the First Party's monthly electricity bill does not exceed **AED 90,000**, without incurring any extra cost to the First Party. As the First Party is ensuring the Energy saving for the building.
- The Second Party shall bear any increase beyond this amount throughout the contract term and proposed the Energy Saving methods or Equipment that conserves energy.

Provision of Operational Staff

- Manage, operate, and maintain the building (civil, mechanical, electrical, and plumbing works).
- Provide the following staff with high efficiency and continuity:
  - **Security staff:** 4 male + 2 females
  - **Office assistants:** 8
  - **Cleaners:** 12
  - **Cleaning supervisor:** 1
  - **Maintenance technicians:** 3
  - **Supervising engineer:** 1

Working Hours

- **Security staff:** 7 days per week, in two shifts (12 hours / 12 hours).
- **Other staff:** 6 days per week, from **06:00** to **17:00**. No Night Shift but shall be available 24 Hours x 7 Days in case of Emergency in the Building.

- **For Ramadan and Public Holidays:** As per Site Condition and mutual understanding with the First Party / Client.

Substitutes During Leave

- Provide a substitute at least **one week** before any staff member's taking Leave applications or Resignations to ensure continuity and maintain the operational duties.

Continuity of Qualified Staff

- Ensure immediate substitutes for any specialist or technician absent for any reason and provide necessary expertise during official working hours.

Periodic Staff Report

- Provide the First Party with a periodic report listing staff names, qualifications, and experience; update it upon any change, with the First Party's right to request replacements.

Technical Support & Fault Repair

- Provide a 24/7 call centre to receive the First Party's incidents/requests.
- Respond to repair faults within **24 hours**, prioritizing based on criticality.

Fault & Maintenance Report

- Prepare a detailed report for each incident including:
  - Fault description and causes or likely causes
  - List of required repairs and spare parts
  - Timeframe required for repair
- Deliver the report within **one business day** from the time of the incident.
- When maintenance/repair is needed, submit **three quotations** appropriate to the type of work.

Monthly Report

- Submit a **monthly report** within **one week** from the end of each month, highlighting all works and services completed.

Liability & Indemnification

- The Second Party is responsible for indemnifying any damages or losses incurred by the First Party, its employees, or agents, including legal costs.
- The First Party may request a third-party report, and the Second Party shall bear its costs if negligence is proven.

Cooperation & Meeting Attendance

- Cooperate with the First Party's officials and any appointed consultants/contractors; provide all required information at no charge and attend meetings upon request.

Continuous Improvement

- Consider the First Party's feedback and suggestions to improve performance and service quality.

Records & Documentation

- Keep accurate records documenting implementation and improvement steps and hand them over to the First Party upon request.

Compliance with Laws & Instructions

- Execute works in accordance with applicable laws and regulations, and the First Party's on-site instructions or those of its representative.

Professional Best Practices

- Work to the standard of a **diligent, prudent specialist**, using the latest precise technologies and tools.

Fault Response Times

- **Low:** within **12 hours**
- **Medium:** within **6 hours**
- **High: Immediate**

Follow-up on Authority Projects

- Coordinate directly with the Authority's project implementers in Dubai (mechanical and electrical systems) to follow up on complaint handling and fault rectification.

B. Scope of Work for the Security Gate System

The Second Party shall carry out the following for the devices and systems covered by the contract:

Maintenance & Replacement

- Repair any defects within **two days** from the date of notification, or replace defective parts and materials with new, equivalent ones.

Electronic ID Card Printer for Employees & Visitors

- Provide electronic cards when needed to print new employee or visitor badges.

Electronic Movement/Access Authorization System

- Provide the First Party with an electronic system to manage employees' and visitors' access authorizations across the Authority's facilities.

Preventive Inspection

- Conduct preventive inspections four times per year (every three months) or monthly depending on device type, and submit an inspection status report.

Contact Center & Help Desk

- Operate a contact center and help desk to handle all requests from the First Party related to this contract.

Logging & Return of Defective Devices

- Keep records of devices that become defective while with the First Party and return them upon contract expiry or when requested.

Unlimited Requests

- Respond to any number of requests from the First Party throughout the contract term.

Continuous Improvement

- Consider the First Party's observations and suggestions to improve performance.

Liability & Indemnification

- Indemnify the First Party for any damages or losses to it, its employees, or its agents resulting from the Second Party's actions or breach.

Provision of Qualified Personnel

- Provide competent specialists, consultants, and technicians for maintenance and technical support throughout the contract term.

Records & Documentation

- Maintain and document execution records and provide them to the First Party upon request.

Cooperation & Meeting Attendance

- Cooperate with the First Party's officials and any consulting or implementation teams; provide requested information free of charge and attend meetings upon request.

Compliance with Laws & Instructions

- Execute works in accordance with the laws and regulations in force in the United Arab Emirates and the First Party's instructions.

Permits & Approvals

- Obtain all approvals and permits necessary to continue executing the works for the entire contract term.

Professional Best Practices

- Work to the standard of a **diligent, prudent specialist** to ensure quality performance and adherence to best practices.

C. Cleaning and Hygiene Consumables

- cleaning and hygiene consumables specification is a detailed document that outlines the required products, their quality standards, safety data, and usage instructions for maintaining a specific environment.

Key Sections of a Specification Document

A comprehensive specification document should cover the following areas:

1. Product Identification and Scope

- **List of Consumables:** A detailed list of all required items, minimum below list of Consumables.

  1. Tissue rolls
  2. Facial or Fine Tissue
  3. Liquid Soap / Sanitizers
  4. Air Fresheners
  5. Trash bags
  6. Floor Cleaners / disinfectants
  7. Glass / Descaling cleaners
  8. Mop Heads
  9. Microfiber Cleaning Cloths
  10. Dust bins
  11. Jif - Scouring Cream
  12. Disposable Face Mask
  13. Vinyl Disposable Gloves
  14. Furniture Polish
  15. All Purpose Cleaner
  16. Soap Dispenser
  17. All the necessary Materials for Cleaning and Disinfection

- **Target Areas:** Clearly defined areas for use (offices, restrooms, kitchens, high-traffic areas, etc.).

- The Sub-contractor shall supply and replace all the cleaning and hygiene materials continuously (for Restrooms, Floors, Public areas, and Offices), maintain an operational stock level of not less than 30 Days, reorder when stock reaches 50%, provide alternatives when required and submit a monthly consumption report.

2. Quality and Performance Standards

- **Efficacy:** Requirements for performance (e.g., streak-free glass cleaner, specific germ-kill efficacy for disinfectants).
- **Certifications:** Mandatory certifications such as SABS approval (or equivalent local/international standards), Green Seal/eco-label certification, or specific EN standards for hygiene products.
- **Physical Properties:** Desired consistency (liquid, gel, foam, powder), stability during storage and use, and suitability for specific application methods (spray, manual application, machine use).

3. Health, Safety, and Environmental Requirements

- **Material Safety Data Sheets (MSDS/SDS):** Requirement for suppliers to provide current data sheets for all chemicals, detailing safe handling, storage, and emergency information.
- **Safety Compliance:** Adherence to all relevant health and safety regulations, including the use of appropriate Personal Protective Equipment (PPE) (gloves, goggles, masks) when using the products.
- **Environmental Impact:** Specification for environmentally friendly, non-toxic, and biodegradable products where possible. For example, a requirement for BPI-certified compostable bin liners or a prohibition on products containing certain harmful chemicals like vinyl (PVC).
- **Compatibility:** Ensuring products are compatible with the surfaces and equipment they are used on (e.g., pH-neutral cleaners for certain floors, non-corrosive disinfectants).

4. Packaging, Delivery, and Storage

- **Packaging:** Requirements for durable, clearly labelled, and appropriate protective packaging with clear instructions for use.
- **Delivery Schedule:** Defined frequency and procedure for replenishment of consumables.
- **Storage:** Specific storage requirements (e.g., away from food preparation areas, secure storage for hazardous materials).

5. Usage and Maintenance

- **Manufacturer Instructions:** Products must include clear manufacturer's instructions for preparation (e.g., dilution ratios), use, and disposal.
- **Dispensers:** Specification may include requirements for compatible, lockable dispensers, with the supplier often responsible for their maintenance and replacement.

D. Pantry Supplies

- Pantry Supplies List

SR.	Category	Specific Items
1.	**Beverages**	Coffee (instant, ground, or capsules), a variety of teas (black, green, herbal), water (still and sparkling), juices, soft drinks, and milk/creamer (dairy and plant-based options like oat or almond milk).
2.	**Condiments & Sweeteners**	White sugar, brown sugar, artificial sweeteners, salt, pepper, and potentially honey, jams, or other sauces based on employee preference.
3.	**Snacks & Breakfast Items**	Assorted biscuits and crackers (e.g., digestive biscuits, cream-filled cookies), chips and crisps, chocolates and candies, and healthier options like fruits, nuts, dates, and cereal/oatmeal packs.
4.	**Disposable Tableware & Supplies**	Paper cups (for hot and cold drinks), disposable plates and bowls, cutlery (forks, knives, spoons), napkins, and coffee stirrers.
5.	**General Kitchenware & Appliances**	A coffee machine, water cooler/dispenser (providing hot, cold, and neutral water), a refrigerator, microwave oven, dishwashing liquid, sponges, hand soap, paper towels, and garbage bags.

Specifications and Requirements

- **Employee Preferences:** Conduct a survey to understand what items employees enjoy and need, including any specific cultural or local favourites.
- **Dietary Requirements:** Ensure options are available for various dietary needs, such as vegetarian, vegan, gluten-free, and halal choices, to be inclusive of all staff.
- **Health & Safety:**
    - All food items must comply with local food safety regulations (e.g., Dubai Municipality standards).
    - Maintain high standards of cleanliness, including regular sanitization of surfaces and appliances.
    - Properly label items containing common allergens.
    - Store perishable items in the refrigerator at safe, controlled temperatures.
- **Inventory Management:** Plan the storage space available and opt for items with appropriate shelf lives to minimize waste. Establish a reordering system (some suppliers offer scheduled deliveries) to ensure a continuous stock of essentials.
- **Sustainability:** Consider eco-friendly and reusable options for tableware and utensils where possible to align with sustainability goals.
- **Bulk Purchasing:** Buying in bulk from dedicated office supply companies can be cost-effective and ensure a consistent supply.

Stocking and organization

- **Consumption patterns:** Regularly monitor which items are most popular to avoid excessive waste and ensure consistent supply.
- **Inventory:** Organize the pantry with clear and labelled containers for different items, making it easy for employees to find what they need.

- **Cleanliness:** Maintain a regular cleaning schedule for the pantry and all equipment. Provide appropriate cleaning supplies and waste management solutions, including segregated bins for recyclables and general waste

- **Estimate Monthly / Annual Cost: Pricing Methodology:** Quantities to be based on number of staff and visitors (e.g., for 100 employees per month, multiply the total by (No. of employees divided by 100).

SR.	ITEM	Monthly Estimate (AED
1.	**Coffee (Beans/instant + filters/Minor maintenance**	800 - 1400
2.	**Assorted tea**	120 - 200
3.	**Sugar/Sweeteners**	120 - 200
4.	**UHT milk/creamer**	250 - 450
5.	**Cups/lids/stirrers/napkins**	450 - 800
6.	**Biscuits/Dates**	300 - 600
	Total Monthly Estimate	**4,680 – 8,070**

Note: Figures are indicative for initial pricing and shall be replaced with tender / contractual rates upon award.

Quotation Part 1

Your Financial Proposal must be Presented Below

Sn	Service Item	Qty	Unit Rate (AED)	Annual Charge (AED)	Remarks
1.	Facility Engineer				BS Mechanical/Electrical with 8-10 yrs. Managerial Experience
2.	HVAC Technician				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
3.	Multi Skilled Technician				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
4.	BMS Technician				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
5.	Electrician				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
5.	Plumber				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
6.	Multi Skilled Tech/Carpenter/Painter				ITI or Equivalent course certificate 3-5 yrs of experience in Gulf region
7.	Facility Supervisor				Diploma in Mechanical/Electrical with 10 yrs. Experience in Operation of BMS and FM
8.	House Keeping Team Leader				Experienced person capable of handling cleaning team of 40-50 people and managing cleaning services for the building of 500,000sqft

9.	Securities (Male/Female)				12 Hrs per Working Day
10.	General Cleaners (Male/Female)				12 Hrs per Working Day
11.	MEP consumables per annum (For all common area)	L/S			Please refer NOTES
12.	Cleaning & Hygiene consumables per annum (For all common area)	L/S			Please refer NOTES
13.	Pantry Supplies	L/S			Please refer NOTES
14.	Pest Control for All offices and common areas	L/S			All Office and Common areas including, parking plant rooms, MEP rooms, floors, roofs, etc.
15. Note :	Façade Cleaning	L/S			Window Glass Cleaning – 3 Times/Year Façade Cleaning – 1 Time/Year

Mechanical Consumables include existing mechanical asset's belts, thermostats, capacitors, refrigeration gas (top up) , all types of chemicals & accessories & equipment required for PPM and corrective maintenance to be included.

Electrical Consumables include all types of existing lamps (except LED fittings), circuit breakers (upto 10 A), contactors, relays, fuses, sockets, switches & necessary accessories etc. # Plumbing consumables include existing WC connector, seat covers, flush covers, sensor taps, flush fittings, siphon sets, shattaf set, angle valves, PPR fittings (Up to 1"), pressure switches, float switch, ball valves, & necessary accessories etc.(mixer, syphon etc by client)

Civil/carpentry consumables include minor repair works.

Materials required for minor civil/carpentry works.

Cleaning consumables include all housekeeping associated materials, tools & equipment.

Hygiene consumables include all types of tissues, soap solutions & other related materials.

#Pantry supplies including All the necessary Items for the and other related materials.

Quotation Part 2

Specialized System Maintenance

Sn	Service Item	Frequency	SSM Contractors yearly price (EAD)	IFM Price	Remarks
1.	Fire Alarm, Fire Fighting Emergency Lighting system, System and Voice Evacuation System, Clean Agent, Foam System, Central Battery System	Quarterly			Threshold AED 500
2.	CCTV System	Quarterly			Full Comprehensive Contract
3.	Deisel Generator Set	Monthly			Threshold AED 500
4.	Access Control System	Quarterly			Full Comprehensive Contract
5.	Building Management System (BMS), Flowmeter, CO-Detection	As per manufacturer's recommendation			Threshold AED 500
5.	Elevators	Monthly			Threshold AED 500
6.	Biometrics Attendance System	Quarterly			Full Comprehensive Contract
7.	Chillers	Quarterly			Threshold AED 500
8.	Gate Barriers, Sliding Doors, Access Control system, Card Reader. Magnetic door lock, push button & door controller	Quarterly			Full Comprehensive Contract
9.	External and Internal Landscaping	Monthly			
10.	Toilet maintenance along with consumables	As per manufacturer's recommendation			Full Comprehensive Contract
11.	Grease Trap	Monthly			# All inclusive as per DM Contractor

12.	Domestic Water Tank Cleaning and Laboratory test	Half - Yearly			# All-inclusive as per DM Contractor
13.	Lighting Control System, Motion Sensor, OCS	Quarterly			Threshold AED 500
14.	Visitors Management System	Quarterly			Full Comprehensive Contract
15.	AV System	Quarterly			
16.	LED Ticker	Quarterly			Full Comprehensive Contract
17.	Telephone IP System				Non - Comprehensive Contract

NOTE:

The FM Company will be responsible for the performance of all AMC Contractors and include the financial and administrative cost for the same.

Financial Quotation Structure

Sn	Description	Price in AED	Remarks
1.	Quotation Part 1		
2.	Quotation Part 2 Specialized System Maintenance Soft Services and Pantry Materials		
3.	Security Service		
	Total		
	Vat 5%		
	Total Including Vat		
	Total for 1st Year		
	Vat 5%		
	Total Including Vat for 1st Year		

Note : Please ensure that the contract period is set for three years.