



**Request for Quotation for
Fascade Cleaning Service for MORO HUB
Ref. RFQ # EESCO/FM/RFQ-005**

RFP Issue Date : September 14, 2021
Proposal Submission Date: September 20 ,2021
Submission Time : Before 2:00 P.M. (UAE Time) on the Submission Date
Submission Mode : E Submission
Submission Location : E Submission to tendercommittee@etihadesco.com

Important Notice:

1.Any Proposal received after proposal Submission Time shall be deemed rejected.

2.Any inquires to be addressed to Etihad.tenders@etihadesco.com

IMPORTANT NOTICE

This Request for Quotation (“RFQ”) is being made available by Al EtiHAD Energy Services Co. LLC (hereinafter referred to as “EtiHAD” or “The Employer”) to the bidders on the terms set out in this RFQ. This RFQ contains a summary of available information, and no reliance will be placed on any information or statements contained herein, and no representation or warranty, expressed or implied, is or will be made in relation to such information. Neither the Employer nor its clients or partners will have any liability or responsibility in relation to the accuracy, adequacy, or completeness of neither such information nor any statements made. For the avoidance of doubt, bidders should not assume that such information or statements will remain unchanged. Nothing in this RFQ will be construed as legal, financial or tax advice. In no circumstances will The Employer, its partners or clients will incur any liability or responsibility arising out of or in respect of the issue of this RFQ.

The Employer reserves the right to amend this RFQ, the procurement process, its requirements, and any information contained herein at any time by notice, in writing, to the bidders.

Nothing in this RFQ is or should be relied upon as representation of fact or a promise as to the EtiHAD’s decision at the end of the procurement process or its ultimate decision in relation to the award of any agreement(s) or any other future event.

The Employer and its customers, advisers, consultants, contractors, employees and/or agents do not accept any responsibility for the legality, validity, effectiveness, adequacy, or enforceability of any documentation executed, or which may be executed, in relation to this procurement process. No legal relationship or other obligation will arise between a bidder and The Employer unless and until an agreement has been formally executed in writing by The Employer and the bidder and any conditions precedent to its effectiveness have been fulfilled.

The Employer reserves the right, at its absolute discretion and without notice, to terminate, abandon, alter or change the basis of this procurement process, or to exclude one or more of the bidders from this procurement process and, in such circumstances, The Employer and its respective advisors shall not be liable to any person(s) as a result thereof.

Each bidder’s acceptance of delivery of this RFQ constitutes its agreement to, and acceptance of, the terms set forth in this RFQ.

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1. Background information

Al Etihad Energy Services Co. LLC (hereinafter referred to as “the Employer”) is seeking quotation for Façade Cleaning service at Moro Hub from interested entities (hereinafter referred to as “the Bidder”), and in order the Employer to enter a contract for 3-month service period, which may be extended to another one-year period, the prices to be firm for 15-month service.

2. Requested Bonds

2.1 **Proposal Bond – Not Applicable,**

2.2 **Performance Bond - Not Applicable,**

3. Scope of work

The service shall cover and include the following:

- 3.1 The contractor shall have the approval from Dubai municipality /IRATA certification.
- 3.2 Emergency maintenance calls to be attended within 24x7 round the clock 365 days. Upon the End user request, attending the call out on time.
- 3.3 Supervision and co-ordination of building facade-cleaning activity to be carried out with necessary staff to all direction of the building.
- 3.4 Perform adequate building facade cleaning from all directions with inclusive of all external glass windows and rooftop with proper tools. (Quarterly).
- 3.5 Contractor must provide competent personnel that are trained in all aspects of the window cleaning trade and are able to complete the work in a timely manner.
- 3.6 External façade of building includes glazing.
- 3.7 Remove fingerprints, dirt smudges etc., from all glass surface.
- 3.8 As part of cleaning contractor staff can inspect the window system glass, if any defects or deficiencies found the same must report with proper photographs /documentations.
- 3.9 The systems shall be maintained as per Dubai municipality regulation.
- 3.10 Service to be carried out in the presence of Employer representative / MORO staff only.
- 3.11 All the materials/ using chemicals' documents in general will conform as per latest standard and shall be submitted to Employer/ MORO for approval.
- 3.12 The contract period will start from the date of first service.

4. General requirement: General Conditions

- 4.1 Competent specialist with right working experiences on these types of work shall be deployed. The specialist CV shall be submitted along with the offer to get Client approval.
- 4.2 The specialist shall abide by the safety and security rules and regulations in force at site location and shall wear necessary PPEs like uniform, safety shoes and helmet while on work.
- 4.3 Contractor shall follow the environmental rules as stated in ISO 14001. / Dubai municipality regulation.
- 4.4 The contractor shall inform the Client Engineer /In charge prior to start of the work, regarding the job to be carried out on that day and also inform the work done at the end of the day.
- 4.5 The contractor is required to take all precaution, so as not damage any of the existing equipment/structure etc.
- 4.6 Contractor's specialist shall always be available at work site, whenever and wherever work is in progress. He will be responsible for the safety of the equipment and to ensure that work executed is of necessary quality and on schedule.
- 4.7 The contractor shall visit the site, assess the work required and quote for lump sum accordingly.
- 4.8 The offer shall be valid for 30 days & additional 1 year (in case of contract extension).
- 4.9 Building wise break-up of the quoted price shall be provided.
- 4.10 The maintenance contract is initially for a period of three months and renewable on mutual agreement for further one year.
- 4.11 The contract period will start from the date of first service or as communicated by the employer in writing. (Scheduled for October 1st, 2021).
- 4.12 Applicable Insurances such as Employee Liability, Contractor Plant & Machinery all risk, Public Liability & workman compensation must be available with sufficient limit/prevailing laws (Refer Annexure C).
- 4.13 Companies should provide record of list of items used with the appropriate certification to Administration Dept.
- 4.14 The cleaners must be regularly checked for infectious diseases and should not enter the Authority's premises if they are found to be carrying infectious diseases nor should they interact with any of the cleaners, which are attending the Authorities premises. Reports of incidence of disease should be immediately communicated to the concern Dept.

5. Termination of Contract:

- 5.1 The contractor will be given notice of their poor performance and given one-month notice to improve.
- 5.2 The Client has the right to cancel the contract in case of default on the part of the Contractor to carry out the work as per the terms and conditions of the contract.
- 5.3 In case of unsatisfactory performance, the LPO will be cancelled giving 15 days' notice.

6. Payment terms:

- 6.1 Payment will be made after carrying out preventive maintenance and submission of relevant testing/maintenance reports and completion of 3 months.
- 6.2 Quarterly in arrears.

7. Technical Warranties:

- 7.1 The complete work carried out by the contractor shall be guaranteed for the performance, workmanship, and defects for a period of six months.
- 7.2 The guarantee will take effect from the date of completion of work. When a defect is noticed during the period of guarantee, the contractor must rectify the defect within a reasonable amount of time fixed by Client with no claims or compensation.

8. Reports

- 8.1 Provide condition survey report upon award of contract and during first service.
- 8.2 A service report/corrective action report shall be submitted to client upon completion of each service.
- 8.3 Discuss findings with Client
- 8.4 Prepare a detailed fact-finding report following completion of all work on site (English). The report shall cover existing condition, observations, and recommendations.

9. Facilities provided by Client

- 9.1 On a written application with relevant particulars of the staff and vehicles of the contractor, Client will issue temporary Entry Passes for them valid up to the period of contract work. The contractor shall apply for the Entry Passes for first 30 days which can be renewed, as required. Photocopy of passport with valid visa, 2 passport size photographs and identification card issued by the company for each staff, additionally with a copy of driving license for the drivers and a copy of valid Registration certificate for the vehicles shall be submitted for the entry passes.
- 9.2 No staff or vehicles of the contractor will be permitted to stay in Client's premises after close

of work of the day.

10. Proposal submission requirements

The proposal can be prepared in Microsoft Word or searchable PDF. All submitted documents must be clear and legible, and all pages shall be numbered.

Bidders who wish to be considered must submit the proposals as soft copy of Technical & Financial proposal separate in searchable PDF format, Files should be renamed to marked **whether it contains a Technical Proposal or a Financial Proposal**

The Bidder must ensure to submit the **Form of Bid (Annexure B)**, as a part of Financial Proposal

The Bidder's proposal must be signed and stamped along with the Form of Bid (Annexure B) signed by the Bidder's authorized signatories and should bear the Bidder's official seal.

10.1 The bidder shall provide Unit price and comprehensive quotation in below format (Annexure A)

10.2 Service methodology along with experience to be provided

10.3 The parties should visit the site, and check the systems, assess the requirement and a lump sum accordingly. A date of site visit shall be communicated to all interested bidders.

10.4 Complete scope of work & terms & condition is listed in this document.

10.5 The quotation shall be submitted as per specification only.

11. DETAILED DESCRIPTION OF MANDATORY PROPOSAL SECTIONS

TECHNICAL PROPOSAL

The Technical Proposal should include the following elements as a minimum:

Cover Page

11.1 Bidder's Company name, registered address, contact person, title, contact telephone number, email address, company website

11.2 Bidder's proposed Project leader(s)' name and title

Table of Contents and Executive Summary

11.3 Bidder's Proposal shall include a table of contents properly annotated with respect to section and page numbers to facilitate locating the information included.

11.4 The Executive Summary should highlight the main features of Bidder's Technical Proposal.

FINANCIAL PROPOSAL

The Bidder shall prepare its financial proposal with the following requirements:

- 11.5 Bidder is required to submit original Form of Bid (Soft copy), in accordance with Annexure B of the RFQ.
- 11.6 Bidder should submit detailed price breakdown along with Annexure A.
- 11.7 All prices shall be in United Arab Emirates Dirhams (AED)

Any clarifications related to this tender, should be addressed only to etihad.tenders@EtihadEsco.com

The bidder shall submit an electronic copy of their proposal to tendercommittee@EtihadEsco.com.
without copying any Etihad Email ID's

Acknowledgement should be made etihad.tenders@EtihadEsco.com after the submission of proposal to tendercommittee@EtihadEsco.com.

Submission Date:

20th September 2021, Sunday

Submission Time:

Before 2:00 P.M. (UAE Time) on the Proposal Submission Date

Notes:

1. In case the Bidder decides to sub-contract part of the work to third parties, the Bidder must specify such decision when submitting the Proposal, annexing the description and credentials of sub-contractors. In the case that a Bidder responds as a group of companies or a consortium, a copy of the partnership agreement for the consortium shall be provided by the Bidder. The partnership agreement must clearly define the roles and responsibilities of each party. The consortium or partnership must designate one single contact person for the purpose of contact. A consortium must remain valid during the life of the project and the partnership agreement should reflect the same.
2. Proposal received after the **20th September 2021, Sunday 02:00 PM** will be considered rejected

Annexure A

(For cost sheet)

SI No	Items	Cost per Quarter	Applicable VAT
1	Façade Cleaning Services at Moro Hub		
Total Annual Price in AED			

Annexure B
FORM OF BID

Main Offer

Dated: _____

RFQ No.: _____

To,

AI Etihad Energy Services Co owned by DEWA one person

Company LLC.

P.O. BOX 37578

Dubai

United Arab Emirates

Dear Sir,

1. Having examined the RFQ, Scope of work and KPI, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide the Scope of Work, Specifications and at the prices mentioned in our Proposal.

1. Main Offer	<u>TOTAL TENDER PRICE</u> <u>LUMPSUM IN AED.</u> EXCLUDING VAT	<u>TOTAL TENDER PRICE</u> <u>LUMPSUM IN AED.</u> WITH APPLICABLE VAT
Definite items	in figures:	in figures:

1. Main Offer	<u>TOTAL TENDER PRICE</u> <u>LUMPSUM IN AED.</u> EXCLUDING VAT	<u>TOTAL TENDER PRICE</u> <u>LUMPSUM IN AED.</u> WITH APPLICABLE VAT
TOTAL	in figures: in words	in figures: in words

We confirm that we fully comply with the Provisions of UAE VAT Law and regulations and have shown separately the applicable VAT amount against each item. We also herewith submit our VAT Tax Registration Number (TRN) and copy of Tax Registration Certificate issued by Federal Tax Authority, UAE. We also understand that VAT shall be payable by Al Etihad Energy Services Co. LLC to us only upon receipt of a VAT compliant valid Tax Invoice as per UAE VAT regulations.

2. **Discount**, if any to be deducted from the above amount(s) is given below:

OFFER	DISCOUNT IN PERCENTAGE
1. Main Offer% (in words)

3. We understand that only such discounts as are shown in this Form of Bid shall be considered and that any discounts shown elsewhere will not be taken into account for tender evaluation and that the discount shall be applicable to the tender as a whole, as well as to all items/sections or parts thereof individually.
4. We undertake, if our Bid is accepted to commence the Works upon receipt of written notification of acceptance of our Tender.
5. We agree to abide by this Bid for the period of **30 days** from the closing date of the Bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
6. Your written acceptance on our contract awarding letter shall constitute a binding Contract between us.
7. We confirm that the terms and Conditions given in the RFQ, Scope of work and KPI and Contract are acceptable to us and if our proposal is accepted, we shall execute a contract with Al Etihad Energy

Services Co LLC accordingly without any exceptions, we further confirm to commence service within (.....) days of the mobilization notice issued by the Employer.

8. In all cases the Contract shall be deemed to commence as from the date of officially awarding this Contract.
9. We understand that you are not bound to accept the lowest or any proposal you may receive.
10. We understand that Employer reserves the right to award whole or part of work without any extra cost to Employer.
11. We understand that we will engage the laborer and staff sponsored by our company only. We shall obtain written confirmation & permission from Employer prior to utilizing any sub-contractors / other company personnel.
12. We hereby confirm that no Employer staff or his or her relatives up to third degree has ownership or partnership in our company and our participation in Employer Bid does not constitute a Conflict or perceived Conflict of Interest.
13. We shall be deemed to have fully informed ourselves of the following provision: -

Any commission, advantage, gift, gratuity, reward or bribe given, promised or offered by or on behalf of the Contractor or his agent or servant or any other person on his or their behalf to the Employer or to the Engineer or the Engineer's Representative or to any of their respective members, officers, servants, advisors, agents or employees or to any person on their behalf or on behalf of any of them in relation to the obtaining or to the execution of this or any other contract with the Employer, may, in addition to any criminal liability which may thereby be incurred, subject the Contractor to the cancellation of this and all other contracts which he may have entered into with the Employer and also to the payment of any loss or damage resulting from such cancellation.
14. We attach herewith the original Tender Bond No dated and valid tillfor an amount of Dirhams..... issued from a Bank M/s..... in Dubai along with the Master Tender Document.
15. Our proposal does not contain any deviation or exceptions from the terms & conditions enunciated in the RFQ, Scope of Work and KPI documents.

Dated this _____ day of _____ 2021.

Name & Signature _____ in the capacity of _____ duly authorized to sign proposal for and on behalf of:

(NAME OF THE FIRM IN CAPITALS)

Complete Address : _____

Telephone No. : _____

Fax No. : _____

Signature : _____

Witnesses:

1. _____
(Name) (Signature)

2. _____
(Name) (Signature)

Annexure C

INSURANCE:

Before commencing the service and within 15 days of the Effective Date, the Contractor (but without limiting his obligations and responsibilities) shall insure against any death, damages, loss or injury which may occur to any property or to any persons (including that of the Employer and Customer) resulting from the operation or caused by negligence of the Contractor, sub-contractors and his employees, during performance of works. The minimum amount of insurance shall be for an amount equal to Dhs.500,000 (Dirhams Five Hundred Thousand only) per single occurrence or a series of occurrences arising out of one event with an extension of a cross liability cover so that the insurance shall apply to the Contractor, Employer and Customer as separate insured.

All such insurance shall be affected by the Contractor with an insurer and in terms approved by the Employer (which approval shall not be unreasonably withheld) and the Contractor whenever required, produce to the Employer the policy or policies of insurance and the receipts for the payment of the current premiums, the cost of which shall be borne by the Contractor. The insurances to be procured by the Contractor include:

- Workmanship Insurance in accordance with UAE law, for the Term of the PO.
- Employer's liability insurance valued at an amount equal to Dhs 500,000 for the Term of the PO
- Public liability insurance valued at an amount equal to Dhs 500,000 for the Term of the PO