

Project Name: Office 101 in Al Bustan Offices Tower

M/s

Emirates Face Recognition

Attention: Mr. Ayham Al Attar

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Subject:

Quotation for AMC of Fire Alarm & Fire Fighting
Systems

(Non-Comprehensive / Without Spare Parts)

1. About Us:

Al Arabia for Safety & Security LLC, Member of Juma Al Majid Holding Group L.L.C., stands for innovation, performance, and reliability. With local strengths, global expertise and quality products, the firm showcases a strong portfolio of UAE's prestigious projects. Integrating fire detection, protection & security systems for variety of such facilities have become the hallmark of the company. We cater to a wide range of safety and security solutions for diverse customer base including Commercial, Residential, Health Care, Educational, Air Transport infrastructure, Industrial Process Plant, Hydrocarbon Sector, Power Stations, Military Facilities and Government Institutions across the UAE.

Al Arabia for Safety & Security LLC, Maintenance Department, has been recognized throughout the past decades as one of the best service providers in fire detection and fire protection field in the UAE. We are fully committed to provide the highest level of maintenance of firefighting, fire suppression and fire alarm systems, in addition to ELV and ICT systems, our staff level stands at 1,000 plus, covering all 7 Emirates, and most of our personnel are professionally trained on their respective fields of activities.

We offer after-sales support & annual maintenance agreements for all sorts of equipment under our product range in addition to many more such as:

- Intelligent Addressable (EST) & Conventional Fire Alarm Systems,
- Air Sampling System
- All Gaseous Suppression Systems like FM200, NAF S-125, NAF S-227 etc.,
- Firefighting Pumps,
- Dry and Wet type Sprinkler Systems,
- Hose Reels and Wet/Dry risers,
- Water Spray Systems,
- Foam and Wet Chemical Suppression Systems,
- Deluge & Pre-action systems
- LV Systems; CCTV & PAVA

2. Our Strength:

- Being a sole Agent of wide range of products.
- Quality services.
- Long Experience.
- Commitment.
- Professionalism, with over 1,000 experienced staff. (ISO & BSI Certified)
- Licensed as Category A+ in Civil defense all around UAE.

3. System Covered & Scope of work.

The Maintenance services shall consist of the following:

- Scheduled preventive maintenance.
- Reactive maintenance (Call-out).
- Emergency Calls attendance.

3.1. Scheduled Preventive maintenance:

Our services cover the systems as per the below scope of work and frequencies during the contractual year as follows:

SYSTEMS COVERED:

- A. Fire Alarm System
- B. Fire Sprinkler System
- C. Fire Extinguisher
- D. Emergency / Exit Lighting System

Scope and Principal of Work:

A. Fire Alarm System

In all of our projects, and as a standard procedure we follow in our maintenance contracts, we aim to achieve the highest customer satisfaction and system stability by following the maintenance and servicing standards set by EST (GE) and built on the long field experience and NFPA recommendations.

Scope of Work:

1. Checking the percent Dirtiness of the smoke detectors through the main panel and cleaning the necessary.
2. Checking loops wiring for continuity and other wiring trouble.
3. Checking the manual call points and alarm sounders for signal indication on the main panel and response.
4. Checking the response of other systems connected (Interfaced) to the fire alarm system.
5. Testing & Checking the Network between panels.
6. Checking the location messages for the system devices being serviced and updating the necessary.
7. Maintaining continuous performance of the system and integrity of its software in satisfactory working condition.
8. Verify and record the identification of each smoke/heat detector.
9. Submitting a detailed report for any sort of malfunctioning of the System.
10. Testing the main & backup power supplies for the panel by
 - (a) Shutting the Mains power supply and checking battery performance.
 - (b) Disconnecting Batteries and checking all faults signal on the display.

Service Visits Schedule

Service visits Schedule will be according to the followings:

Semi-Annually

1. Testing the Operations of Fire Alarm System will be semi-annually.
2. Checking the Supervisory devices will be semi-annually.
3. Checking the Heat Detector physically will be semi-annually.
4. Checking the operation of the Heat Detector will be semi-annually.
5. Checking the Manual Call Points physically will be semi-annually.
6. Inspecting or checking the dirtiness of the Smoke Detectors will be semi-annually.
7. Checking the Operation of the Manual Call point will be annually.
8. Testing 50% of the devices in random from the different loops for satisfactory operation in presence of Client Technicians will be semi-annually.
9. Checking all main system components including control panels, battery charger and batteries to ensure proper functioning as per the manufacturer's recommendation will be semi-annually.

B. Fire Sprinkler System

Semi-Annually

- Carry out all jobs in quarterly maintenance.
- Exercise the zone control valve if available.
- Make sure that all control valves are in open position and supervisory is working properly.
- Inspect the system piping for any external leaks.
- Visually check the pipe hangers and the physical condition of the sprinkler heads for obstruction and for any corrosion and its proper mounting.

C. Fire Extinguisher

Semi-Annually

- Ensure the extinguishers are unobstructed and visible.
- Ensure the extinguishers are available in its designated place.
- Ensure the extinguishers are fully charged and operable.
- Clean the extinguishers.
- Check and weight and record.
- Inspect the pressure gauge
- Inspect the supports

D. Emergency & Exit Lighting System

Quarterly

- Checking the functionality of a single circuit.

- Checking the functionality of all luminaries.
- Checking the battery capacity.

3.2. Reactive Maintenance / Call-out:

- Al Arabia is obligated to attend All reactive/call-out calls towards any issue that may occur to the system are covered in this proposal.

3.3. Emergency Calls Attendance:

- Emergency call out attendance covers only genuine emergencies such as system failure and unjustified behavior causing building evacuation or major leakage.
- Emergency call outs shall be attended as per the table below from the time of receiving the call to our call center, and attendance of emergency calls will be free of charge/covered in the agreement.

#	Emergency call	Response time	Resolution time
01	During working hours (8:00 am – 5:00 pm)	4 hours	Case wise, and subject to your approval in case material is required
02	After Working Hours and holidays	6 hours	Case wise, and subject to your approval in case material is required

4. Price:

Description	Price / Year (AED)
Fire Alarm System	4,800.00
Fire Fighting System	
Emergency & Exit Lighting System	
Total Annual Lump Sum Amount:	4,800.00
VAT 5%:	240.00
Final Amount:	5,040.00

5. Payment Terms & Conditions:

- Invoicing: Advance
- Payment: 100% Advance Full Payment.
- Contract Duration: 1 Year
- Quote Validity: 60 days
- The payment to be released without any deductions related to bank/remittance charges.

- The price/rate provided is applicable only if all systems/locations are awarded together, else, the price/rate to be estimated again.

6. Spare Parts & Consumables

- 6.1. All consumable materials like cleaning agent, smoke tester, fuses, diodes shall not be charged.
- 6.2. **Any spare parts found faulty and need to be replaced shall be reported to the client and shall not be charged unless if it is part of the exclusions.**
- 6.3. Al-Arabia for Safety and Security L.L.C will not bear the responsibility of installing/fixing any item supplied by any other party including the second party of the agreement.
- 6.4. The proposal covers the programming charges of any replacement device/s related to the existing fire alarm system (limited to the brand EST/Edwards System Technology), while the programming of additional works/devices to the existing system or any other fire alarm brand will be quoted separately to the client as an extra charge.
- 6.5. For discontinued parts/items replacement under the comprehensive (Including parts/Threshold) quotations:
 - If the alternative item is available by the OEM/ Manufacturer and it's not part of the exclusions, then the item will be replaced for free.
 - If the alternative item required additional parts to be replaced, then Al Arabia is obligated to cover the alternative item only, while the other parts related to the discontinued part to be charged as extra.
 - If there is no alternative part from the OEM/manufacturer, then replacement or providing an alternative solution to be charged as extra.

❖ **In addition, below are some of our services which are provided free of cost, and to be considered within our scope.**

SR.	To be covered within our scope	Charges
01	Unlimited attendance of emergency & Reactive/Callouts maintenance	Covered / Free
02	Programming for existing fire alarm system (EST)	Covered / Free
03	Consumable Items (i.e., Cleaning Agent, Smoke Tester, Fuses, Diodes Etc...)	Covered / Free

7. Exclusions:

7.1. The following will be excluded from the scope of Al Arabia for Safety & Security L.L.C:

- Civil works such as chipping, excavations etc.
- Any Faults or damages caused by other works inside the building.
- Any faulty device, equipment, components and any other material required to keep the system in normal working condition.
- The Fit Out Job / AMC for the tenants are not included in the offer.
- Rectification/ Adjustments of sprinklers level as per the ADCD requirements.
- Testing and rectification of third party systems such as PAVA systems, Fans, Dampers, lifts, AHU's etc... those connected to FA system are not included. Contractor shall be responsible until the interfacing modules only.
- Rewinding of motors and replacement of electrical breakers, contactors, relays and replacing of main cables etc...
- Refilling and hydrostatic testing of Fire Extinguishers and Fire Suppression Cylinders and the attached pilot hoses
- Correcting Fire Pumps annual performance test performance degradations.
- Any work related to inspection, testing and maintenance of fire water and common water storage tanks and the attached appurtenances including but limited to Level Indicators, infilling lines and control valves and interfacing with any systems.

- Any work or rectification related to underground piping network leakage or re-arrangement regardless of the pipe material type.
- Replacement of Kitchen Hood Fusible Links.
- Fire Suppression System: All the hoses to be pressure tested and checked to ensure the tightness of the hoses and are in good condition.
- Any work related to electrical supply / maintenance and refilling of water tanks.
- Boom lifts, Scissor lift, any high-level machines, and operator.

Note: Rectification of installation defects, improper design, incomplete installations, identification labeling, any type of modification and cable route identification.

7.2. The following are additional exclusions applicable only in case of the proposal provided is comprehensive/semi-comprehensive of spare parts:

- Replacement of pump & pump room valves/Pump controller /Boards/Chargers, Pump Motor, Batteries for Diesel Pump, Fire pumps overhauling, oil, and filter. (to be charged as extra)
- Replacement of pipeline more than 4" or underground piping, in addition to more than full length pipeline for any size.
- Replacement of FACP or its component, CBS Panel/Batteries, PAVA, panels for (FM200, NAF, Pre-action, etc.), UPS above 750W, Monitors, Workstation/Servers, or PC (to be charged as extra)

8. Terms & Conditions:

- 8.1. Additional work such as shifting of existing components, new/additional installations, and/or any fault caused by others will be quoted separately as extra cost.
- 8.2. The maintenance schedule of visits shall be submitted within 15 days from the date of signing the contract and any deviations that may be requested by the client shall be informed to the other party.
- 8.3. Reports shall be submitted to the client duly signed by our Engineer/supervisor and client's representative for any Activity/Visit such as routine maintenance, fault attendance, or testing.
- 8.4. The first PPM visit within the first quarter will be considered as a conditional survey, while taking over the project, the system needs to be healthy, Al Arabia will conduct a conditional survey, any fault found, or rectification work/replacement of material will be charged as extra.
- 8.5. For the comprehensive spare parts contract, any existing faults, or faulty items need to be replaced will be charged as extra.
- 8.6. Client is obligated to provide a gate pass and access to all premises, While Al Arabia for Safety & Security is not responsible for any fault or issue pending due to access.
- 8.7. Al Arabia for Safety & Security is obliged to cover the systems mentioned in this quotation only, any other systems, or devices or major variation is not included, and will be charged as extra.
- 8.8. Client to submit copy of As-Built Drawings, O&M Manual, Pump Handover report, Pump original charts, and latest approved C&E Matrix

9. TERMINATION

- 9.1. Either party may terminate this agreement upon giving 30 (Thirty) days' notice in writing.

Trust our offer will meet your requirements, and we look forwarded to a mutually beneficial business relationship.

Thanks & Best Regards for
Al Arabia for Safety & Security L.L.C.



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When Life Protection Matters Most, We've Got You Covered