**Facility Management & Maintenance Services**

**Beirut Central /1526/ Bachoura**

**Technical Requirement**

Beirut Central buildings (Blocks A & B) has a need to maintain and operate the facilities in Beirut through a competent and qualified team that will aim to ensure the delivery of an utmost and high quality service taking into consideration the importance of the image that all stakeholders need to deliver to their clients/tenant and visitors.

The Facilities that will be under Facility Management Services (as per the official allotment lot drawings خرائط الإفراز - & Property Management statutes – نظام الملكية), for 1 year, consist of:

* Blocks A & B roof tops & Shafts
* A green area between the blocks and surrounding perimeter
* Main parking entrance in Block C, Level “-1” & parking ramps only.

The Total Facilities Management requires a specialized team on a technical and managerial level in order to be able to deliver a prompt and high quality of all hard and soft operation services.

The general scope of work will be as below:

1. General Facility Management including computerized Aided Facilities Management Software implementation and license.
2. FM Services
	1. 24/7/365 Helpdesk and Call Center
3. Technical Maintenance service
	1. Assets and work processes organization and management
	2. Planned and reactive Maintenance and Management of all Mechanical and Electrical Systems (monthly interventions to site)
	3. Call outs maintenance (unlimited during working hours)
	4. MEP systems’ operation (HVAC, Electrical Panel boards, Switchgears …etc.)
	5. Life safety and low current systems maintenance (fire alarm, firefighting systems, CCTV, BMS, Fiber optic …etc.)
	6. Generators and standby electricity equipment
	7. Doors, rolling shutters, parking gates …etc.
	8. Light civil works (touch up painting, wood works drawers, locks …etc.
4. Soft Services
	1. Security services
	2. Cleaning services
	3. Landscaping Maintenance
	4. Pest Control
	5. Façade Cleaning
5. Management of all Hard and Soft services’ subcontractors
	1. Specialized MEP systems
	2. Soft services
6. Health, Safety and Environment
	1. HSE Manual adapted and implemented
7. Property Management
	1. Preparation of the yearly provisional budget for the facility
	2. Preparation and running the General Assemblies (one per year) attended by the lawyer and the Supervisor with the tenants and committee
	3. Quotations and procurement
	4. Collection and maintaining Owners payments
	5. Safeguarding the interest of owners legally
8. Accounting
	1. Accounting for invoices, receipts …etc. reporting and statements to the owners
	2. Maintaining full books of accounts of all receipts and expenditures of the premises, and present a yearly statement to all owners at the end of the term
	3. Maintaining and making Bank reconciliation
	4. Submitting quarterly statement of accounts, collected money, real expenses versus budget comparative
9. Legal
	1. Safeguarding the interest of the owner and all tenants
	2. Legalization of all Minutes of Meetings related to general assemblies
	3. Attending general assembly
	4. Sending all formal letters and notices where necessary
10. Supervision
	1. Daily visit to site from Monday to Friday for up to 2 hours per day
	2. Attending calls during and after working hours
	3. Banks formalities and organization of purchases related to the building
	4. Prepare check list of the building
	5. Supervise and manage all the employees works
	6. Prepare receipts and collection from the owners

The Maintenance Services required, under this contract, will be divided into 4 Key types:

* Planned Preventive Maintenance (PPM):

The FM Contractor will manage a preventive maintenance program for all common areas and equipment based on the standard maintenance specifications which will be SFG20 (Standard Maintenance Specification for Building Engineering Services), the manufacturer’s recommendation and the asset register.

The FM Contractor will point out all the maintenance works to be carried out on a monthly, quarterly, bi-annually or yearly basis, with the tasks to be done.

The Preventive Maintenance plan will be performed either by the in-house team or by subcontractors.

* Reactive Maintenance – Responding to requests:

The reactive Maintenance will be operated by through a 24/7/365 Helpdesk created to respond to all the clients and users’ inquiries, requesting for service by telephone or by compiling a form, for a localized loss of electrical power, failure of HVAC systems, failure of water heathers…etc.

* Emergency Maintenance and Support:

FM Company will provide a separate telephone number for the Emergency Maintenance cases only (related to life safety, high emergencies like fire, flood, major power outage…etc.)

A team will be mobilized to respond to these types of emergencies within the agreed response time.

* Additional Projects:

Those are special projects requests by the client and require quotations and even tendering before selection and execution. We will be handling the projects from initiation till execution and handing over, based on a cost plus fees per project.

The technical systems that will be under maintenance are the following:

* Electrical Systems and distribution boards including lighting
* Mechanical systems
* Water tanks including water treatment
* Air Conditioning, Chillers, AHUs, FCUs and other buildings including the ducts, dampers, valves…etc.
* Plumbing works
* Light Civil Works
* Security and monitoring Systems (CCTV, BMS)
* Fire Alarm Systems, Central Battery and Public Address systems
* Firefighting and Fire Suppression Systems (Sprinklers systems, FM200 or Foam)
* Generator Maintenance
* Irrigation System
* Drainage and sewage system network
* Automatic doors, Parking Gates, Roller Shutters.

Specialized Maintenance Services

Specialized systems’ maintenance will be subcontracted to the main installers or similar companies which are included in this scope and the commercial proposal.

The major scope of the Soft Services is detailed below:

Security:

Our subcontractor will provide 24/7 trained Security guards across all areas of the Site. The staff will be capable of providing first aid, first response firefighting and emergency handling.

Duties undertaken by Security Staff will include but not be limited to:

* Manning all entry and Exit Points and CCTV rooms
* Patrolling all Common Areas and service areas as per schedule
* Prohibiting Access to Unauthorized persons
* Investigating and Reporting any disturbance or incident or accident occurring on the site
* Working with the Client and Client Representatives to conduct preventative Fire inspections and undertake Fire Drills by all tenants
* Contacting Emergency Services and assist in emergencies as required
* Managing the movement of parking of all vehicles entering and moving around the site
* Establishing and maintaining a relationship with the Police and Civil Defense.

All the staff will comply with the following as a minimum, as requested:

* All staff will wear uniforms and tags at all times
* Hair should be neat and tidy
* Staff will not be permitted to leave their designated point of duty
* Staff will be polite, courteous and helpful and the key personnel will be competent in English and/or Arabic
* Staff will maintain a high standard of cleanliness and general presentation of all their work areas which will include basic cleaning. Eating and drinking during shift will be done inside their designated area by the owners

Cleaning:

Cleaning scope is requested to be as follow:

* All external areas including roadways, pavements and common areas across the site excluding the private areas
* The 3 Blocks stairs
* All external areas
* The parking areas

The routine cleaning services will include the following:

* Cleaning, dusting and mopping of all floor areas
* Scheduled cleaning of walls, doors and windows
* Scheduled cleaning of all pipes, fire extinguishers and cabinets
* The picking up and removal of all litter and waste. The placing of the same in collection bins for final removal from site
* Ensuring all collection bins are emptied on a daily basis
* Within Bathrooms ensure a thorough cleaning and sanitization of all surfaces, toilets and drains, sinks and taps
* General cleanliness and appearance of premises through ad-hoc and scheduled deep cleaning

Our subcontractor will provide a periodic routine for additional services on a weekly/monthly/quarterly basis. Such services include but are not limited to the following:

* Cleaning of accessible light fittings including the removal and washing of covers
* The cleaning of Facilities Management Service Areas to include electrical and mechanical equipment
* Thorough cleaning of all external areas include the removal of dirt debris from paving, hard landscaping and fencing
* Cleaning of external signage and offices
* Cleaning of the common areas including Toilets, stairs, parking
* Cleaning of all the blocks roof tops

Janitorial Services:

Service provider must ensure a janitor attending the site 24/7 being actively working during business hours (Day Shift)

Pest Control:

Service provider must perform a quarterly treatment to all common areas to ensure no pest are left behind

A deep pest treatment must be performed upon handing over of the facilities to the service provider