

**Request for Tender**

**For**

**Building Maintenance**

**Outsourcing**

**For**

**Mobile Interim Company 1 S.A.L**

**Reference Number: MIC1/RFT/CFO-PRO/ 0472-23**

**Beirut-Lebanon, August 31<sup>st</sup>, 2023**

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## Introduction: Company's Profile

MIC1, operating under the brand name Alfa Nowadays, Alfa caters for the mobile needs of more than 2M subscribers including businesses and offers a variety of services and products that fit all age groups and preferences. Alfa vision is to provide competitive telecommunications services, while maintaining the highest quality of service and upholding sustainable commitments.

## Article 1: Object

Bidders as defined in article 2 hereunder are hereby invited to submit their offers (herein referred to as "**Tender**" or collectively as "**Tenders**") for the supply of Building Maintenance Outsourcing Company, to the Mobile Interim Company 1 S.A.L (herein referred to as "**MIC1**") who is managing one of the two national GSM networks for the benefit of the Republic of Lebanon.

The services required by MIC1 from the Bidders under the RFT (as defined in article 2 hereunder) are mentioned in appendix 1.

This tender process is subject to the provisions of Public Procurement law (PPL) no. 244 dated July 19<sup>th</sup>, 2021.

## Article 2: Scope

This request for tender (herein referred to as "**RFT**") is restricted to companies which are specialists in Building Maintenance Outsourcing and related services (herein referred to as "**Bidders**" or "**Bidder**" for any one of them separately), have signed a non disclosure agreement or a confidentiality agreement with MIC1 and have received an invitation letter from MIC1 to participate in the RFT.

## Article 3: General Terms

### 3.1. Participation in the RFT process

Bidders shall participate in the RFT process at their own risk. Such participation does not give the Bidders any grounds whatsoever for any right for compensation from MIC1.

The Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they have the full capacity, right, power and authority and have taken all necessary actions to enter into the RFT process; and (ii) the performance of their obligations under the RFT and or any potential purchase order (hereinafter "**PO**") / contract will not result in the breach of any terms or provisions of, or constitute a default under, any judgment, decree, or agreement or instrument to which they are a party or by which they are bound. Furthermore, the Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they are not and shall not be, directly or indirectly, associated with any person or entity involved in terrorism and / or money laundering; (ii) they shall not be engaged, directly or indirectly, in any illegal, corrupt, and / or fraudulent practices; (iii) they shall adhere to the highest ethical standards in the performance of their obligations under the RFT and / or any potential PO / contract, and (iv) they shall not be engaged, directly or indirectly, in activities involving child labor, trafficking in arms, sexual exploitation or discrimination.

Thus, Bidders will be solely liable for and will hold MIC1 harmless from any claim, damage, action of any nature by any third party, and any consequences thereof, relating to any such breach or default as mentioned hereabove.

### 3.2. Joint Offer

Two or more Bidders may form a consortium and submit a joint offer under the terms and conditions defined herein. The offer must be submitted under the name of one member of the consortium which shall be responsible for undertaking all negotiations and discussions with MIC1 and performing the services under the RFT.

### 3.3. Cost of Tender

Bidders shall bear any and all costs, expenses or investments in connection with the preparation and / or submission of their offer and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

MIC1 shall not be, in any case, directly or indirectly, responsible or liable for any cost, expense or investment associated with the preparation and / or submission of the offers and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

### 3.4. Offer Ownership

Notwithstanding the ultimate outcome, all the offers submitted by the Bidders shall become the sole property of MIC1.

### 3.5. Offer Errors

Bidders are solely responsible for any error, misstatement or omission contained in their offer.

If any Bidder identifies an error, misstatement, or omission contained in its offer, it may at its own risk, effort and expense submit a replacement offer (herein referred to as "**Replacement Offer**") provided that the Replacement offer fully complies with the RFT and is delivered within the Closing Date. Bidders will not be allowed to alter their Offer after the Closing Date.

However, if a Bidder identifies, after the Closing Date, a material error, misstatement or omission contained in its Offer, it must notify MIC1 in writing within \_\_\_ days as of the date of such identification.

In the event the Offer contains an error in cost, time or other calculations, quoted items shall prevail. In case of inconsistencies between various sections in the Offer, MIC1 retains the right to select the option which shall be applied and be valid for the Offer.

### 3.6. Miscellaneous

MIC1 reserves the right to cancel, postpone or modify the RFT, including all its terms and conditions, at any time, or to repeal the RFT, at its absolute discretion, under the provisions of Article 25 of the Public Procurement Law n0. 224 dated July 19<sup>th</sup>, 2021, without incurring any liability towards the Bidders and/ or any third party.

No responsibility or liability is or will be accepted by MIC1 in respect of any error or misstatement in or omission from the RFT and / or any response to request for Clarifications (as defined in article 4 hereunder) and / or any information or data provided by MIC1 in connection with the RFT.

All information regarding MIC1 included in the RFT and / or any response to request for Clarifications is intended to assist the Bidders in the preparation and submission of their Offer. This information is provided for information purposes only and is not exhaustive. No representation or undertaking is given as to accuracy, adequacy, or completeness of this information. MIC1 shall not be liable for any inaccuracy, oversight, or omission in or from any such material.

Bidders have the right to object as per article 103 of the PPL no.244/2021.

## Article 4: Clarifications

### 4.1. General Terms

Clarifications needed by the Bidders to prepare the Offer (herein referred to as "Clarifications") should be consolidated and submitted to MIC1 in 1 set. Applications for Clarifications should be submitted within a maximum of 10 calendar days before the Closure Date of the RFT set by MIC1.  
to:

**Ms. Mira Barbar** - [mira.barbar@alfamobile.com.lb](mailto:mira.barbar@alfamobile.com.lb)

**Copying**

**Ms. Claudine Bedran** - [claudine.bedran@alfamobile.com.lb](mailto:claudine.bedran@alfamobile.com.lb)

**Ms. Daniella Zeitouni** - [daniella.zeitouni@alfamobile.com.lb](mailto:daniella.zeitouni@alfamobile.com.lb)

MIC1 answers will be submitted to all Bidders after 6 calendar days before the Closure Date of the RFT set by MIC1.

Bidders should not contact, directly or indirectly, MIC1 concerning the RFT process, starting from the Issue Date until the final selection. The only contact would be for clarification purposes and only by virtue of the mechanism described in this article.

### 4.2. Q&As format

The Clarifications submitted as per article 4.1 above should be in excel format filled as per below:

RFT Name REF# xxx- 1x (Q&As)		
AREA	Bidder Questions	ALFA- MIC1 Answers

Questions should be "serious and valid". This means that any inquiry should be in connection with the subject of this Tender and the response to which could be of impact on the offer to be offered by the Bidder. MIC1 upon its discretionary authority shall determine if the questions are serious and valid, and subsequently whether or not a response shall be given.

Failure to submit serious and valid Questions will be considered as an attempt to delay the tender process and MIC1 will have the right to ignore such Questions without any justification.

## Article 5: Presentation of Offers

- The technical offer part (herein referred to as "**Technical Offer**") described hereafter should be enclosed in an envelope separated from the commercial/financial offer part (herein referred to as "**Commercial/Financial Offer**").
- All Offers shall be written in English language.
- The RFT has to be reviewed thoroughly by bidders. The selected bidder, and as a prerequisite for his award, will be requested to remit back the RFT document after being initialed on all its pages.

- A copy of “Supplier Compliance Form” & “Alfa Security Terms & Conditions “are enclosed to this RFT for Bidders’ review and reference.  
However, it should be noted that the selected Bidder will be requested to sign these documents upon project award and prior to the PO / contract signature. These documents are an integral part of the issued PO / contract and its signature is mandatory to execute / implement any solution in MIC1 network.
- The Bidders shall submit a clear and complete list of references for similar implementations / projects in a relevant environment.
- **All Offers shall be in US Dollars** shall include all taxes, duties and levies (excluding only Lebanese VAT), and shall be fixed, unconditional, unreserved and binding for the Period of Validity (as defined in article 7 hereunder). All Offers should cover the full range of services requested under the RFT.
- Each Bidder shall be solely responsible to pay and bear its own taxes and duties levied on it under any relevant jurisdiction or territory. For the sake of avoiding any doubts, Bidder shall be individually responsible to ascertain its tax liabilities under any subject territory and settle the same with its own resources without having any recourse whatsoever towards MIC1.
- Bidders should submit their Offer in a sealed envelope, with RFT Name and Reference clearly mentioned, which should contain two separate sealed envelopes, containing the below:

### 5.1. Envelop 1

Envelop 1 is labelled by the “RFT reference- Technical Offer & the Bidder ‘s name”, and should include:

- A cover letter, in two copies, addressed to MIC1 showing the Bidder’s interest in submitting the Offer to the RFT Building Maintenance Outsourcing duly signed and stamped by the authorized representative and listing the documents enclosed whether in hard or soft copy. The cover letter should also mention the names of partners (if any) that are participating under the umbrella of the company in question.
- 3 sets of the signed & stamped Compliance Matrix—in Hardcopy.
- A Bid Bond amounting USD 5,000 from the participating bidders’ bank to MIC1 is requested. This bid bond is ruled by article 34 of the Public Procurement Law dated July 19<sup>th</sup>, 2021 and is considered as a major condition for the compliance to this Tender document and selection criteria. The validity of the LOG should be for 208 days as of offers submission date (shall exceed the Offer’s validity by 28 days as per article 34.2
- A signed copy of the enclosed contract draft as proof of approval on the terms & conditions. The selected bidder shall sign the contract within 15 days after tender award, otherwise he will be excluded from the tender and MIC1 shall retain the bid bond.
- 3 labeled CDs with the complete Technical Offer to RFT, in WinWord, Compliance Matrix in MS Excel and in PDF format with company logo, supporting technical documentation in WinWord or PDF format.

The Bidder shall submit the following documentations joined to the RFT technical response (Envelop 1):

**General Qualifications:**

1. Company 's Profile.
2. Company's shareholding structure.
3. List of Member of the board of directors.
4. A minimum of 5 years experience in Maintenance & Facility Management Outsourcing business and specifically in similar scope as in MIC1, with an extensive yearly turnover.
5. Previous experience with MIC1 if any, specifying the period/number of contractual years with MIC1.
6. Company's list of references; at least of 3 company names from existing clients of a similar scope as in MIC1, with a related detailed scope of work and the number of consecutive years of business with said client stating their experience and level of satisfaction with the services provided.
7. Recommendation letters from at least 3 clients for whom the company has conducted similar services same volume as MIC1.
8. Valid awarded standards and Certificates granted to the bidder company.
9. Health, Safety and Environment (HSE) certifications: or other relevant certifications that focus on safety and compliance practices in the workplace.
10. Proof documents of Insurance inclusions and liability coverage.

**Technical Qualifications:**

1. PM schedules, policies and procedures, inspection checklists form, for direct and indirect maintenance services subject to this RFT.
2. Examples of annual, biannual, quarterly, and monthly of operational manual, procedures standards and reports to be submitted by the maintenance company.
3. Quality assurance process: specify quality assurance processes that service provider must adhere to such as inspections, compliance requirements, safety regulations...etc.
4. List of sources/suppliers of Indirect purchases and services provided by Maintenance Service provider.
5. Brand specifications of items, materials, accessories would be installed in MIC1 premises.
6. Spare Parts and Consumables list according to concerned lots subject to this RFT; which are included within the Maintenance Company scope (below 150 US Dollars) and exclusions list as well.
7. List of tools and equipment of Maintenance required in clause 10.7.
8. Photo of the company uniform for Maintenance team members.
9. The bidder may submit additional offers for maintenance services if he finds a need for that.

**N.B: No prices even Free of Charge (FoC) term shall be mentioned in the technical offer envelope whatsoever.**

**5.2. Envelop 2**

Envelop 2 is labelled by the "RFT reference- Commercial Offer & the Bidder 's name", and should include:

- 2 sets of the complete signed and stamped commercial response to the RFT –in Hardcopy . Please make sure to use Annex 1 for the subcontractors , and quote for Option 1, Option 2, Option 3 & Option 4 separately.



- 2 labeled CDs with the complete price list (Annex 1 for the subcontractors) in MS Excel Softcopy with formulas and equations clearly applied along with the filled Commercial sheet - Commercial.xlsx (in case embedded within this RFT).
- Fees or prices should be communicated excluding VAT, however invoices when sent will be subject to VAT unless the bidder is not VAT registered.

***“RFT envelopes must be sealed with a large adhesive tape. Envelop must hold RFT Reference and title without mentioning the bidder’s name.***

N.B: Bidders must strictly comply with all the requirements above mentioned in this article 5. Any Bidder which fails to comply with any of the requirements listed in article 5 above will be immediately disqualified.

## **Article 6: Time limit for Presenting Offers**

Every Bidder is bound to present its complete offer along with all the required and additional documents as mentioned in the RFT, to MIC1 on **August 17<sup>th</sup>, 2023 at 11 am** (herein referred to as **“Closing Date”**) for the attention of:

Mobile Interim Company 1  
Procurement Department  
Attention: Mira Barbar  
Office: 71-915302  
Email: mira.barbar@alfamobile.com.lb  
Address:  
Parallel Towers, 17<sup>th</sup> floor, near Freeway Center, Dekwaneh, Beirut.  
P.O.B: 55-534 Sin El Fil.

MIC1 may, at its own discretion, extend the Closing Date for the submission of Offers by notifying all Bidders thereof in writing.

**Any Proposal received by MIC1 after the Closing Date will be automatically rejected.**

## **Article 7: Period of Validity of Offer**

The Offers submitted by the Bidders shall be commercially/financially and technically binding for the Bidders for a period of 6 months at least as of the Closing Date or any extension of the Closing Date decided by MIC1 (herein referred to as **“Period of Validity”**).

Any Offer valid for a shorter period may be rejected by MIC1 at MIC1’s sole discretion. The latter may solicit the Bidder’s consent to an extension of the Period of Validity. The request and the response thereto shall be made in writing. Any Bidder granting its consent to such extension will not be entitled / permitted to modify its Offer.

No offer may be withdrawn before the expiration of the Period of Validity.



## Article 8: Compliance Matrix

The following should be considered, while filling the compliance matrix (herein referred to as **"Compliance Matrix"**):

- **Every Offer shall contain a clear reference to the supporting documentation within the Bidder's provided set of technical documentation. The reference must indicate explicitly the document title, page and section.**
  - "Fully Compliant", when the Bidder fully complies with the requirements or fully agrees to the related statement, along with a clear explanation in both cases, in addition to the related reference to the supporting documentation when applicable.
  - "Partially Compliant", when the Bidder partially complies with the requirements or partially agrees to the related statement, along with a clear explanation in both cases for the compliance limits and / or agreement limitation, in addition to the related reference to the supporting documentation when applicable.
  - "Non Compliant", where the Bidder does not comply with the requirements or does not agree to the related statement, along with a clear explanation in both cases for the non-compliance / limitation, and with the related reference to the supporting documentation when applicable.
  - "Noted" when a statement is not a requirement but is only for information purposes. "Noted" will be accepted as meaning that the Bidder has read and understood the information. "Noted" is not accepted when a "Compliant" or "Non-Compliant" is the proper response.
- In cases of doubt, during the evaluation of the Offer by MIC1 as provided for in article 12 hereunder, any "Noted" statement shall be considered as "Compliant" for the purpose of such evaluation, and for contract purposes as the Offer to the RFT will form an integral part of any potential contract signed with the Bidder.
- The Compliance Matrix will be analyzed by MIC1 in detail and the compliance statements will be used within the RFT assessment model.
- In case the Offer states "Compliant" to a MIC1 requirement and the analysis of the solution shows that there is no full compliance, such statement will be assessed as "Non-Compliant" and an additional penalty will be applied.
- In case the Offer states "Compliant" to a MIC1 requirement while not specifying any reference, such statement will be assessed as "Non-Compliant" and an additional penalty will be applied.
- For any item that is not supported and / or for which no quote exists in the Commercial/Financial Offer, the price penalty is computed by taking the highest price amongst other Bidders
- **For any clause that is marked by "K", within the Compliance Matrix, it means the clause/item is a "Killer" point. Any partial or non- compliance to a "Killer" point, leads to a complete disqualification from the RFT process.**

If at any stage during the evaluation of the Compliance Matrix it becomes obvious to MIC1, that the solution offered by the Bidder substantially deviates from the requirements as defined in this RFT, such

Offer will be disqualified at MIC's sole discretion with **immediate effect**.

## Article 9: Special terms

### 9.1. Terms of Payment

The below describes the minimum payment requirements which are based on a careful analysis of the solution components and required deliverables. However, such minimum payment requirements are not in any way binding to MIC1 and modification of the same might be applied by MIC1 at its sole discretion after selection, on PO or contract level, in case the same is deemed necessary by MIC1.

Payment shall be made 30 days after submittal of invoices at the end of each month.

### 9.2. Commercial/Financial Conditions

- Bidders shall submit their best and final price in USD. **No negotiations shall be made after offers submissions.**
- Bidders to propose their best and final prices for 4 years. Considering that USD Fresh payment is not possible, all payments will be settled in LBP at market rate on payment date set by MIC1. VAT will be settled as per MoF last decrees.
- Bidders to quote for 4 years (split offer for each year), with the possibility to proceed with a yearly contract for one year or for up to 4 years, and with complete rights to MIC1 to launch a new RFP upon contract expiry in case supplier couldn't commit to his offered fees or fails to live up to its engagements and obligations as detailed in in the signed contract.
- Price Change: During the present Agreement, the Parties shall agree in written upon any price change in case of justified reasons based on new RFQs or Invoice Purchase requests to be launched when needed and MIC1 will proceed with the best offered unit prices, especially in case of modification of SIM cards specifications.
- MIC1 reserves the right to negotiate with the selected Bidder all or part of the Offer as MIC1 deems convenient. In other words, MIC1 has the full flexibility to buy the full scope of the Offer or certain parts of it without any impact on unit rates and discount granted. It might also select different Bidders to supply different parts of the RFT's scope of work depending on its strategy and needs.
- A Bid Bond from the participating bidders' bank to MIC1 with a value of 5,000\$ should be presented for participation within envelop 1. The validity of this LG should be for 208 days as of offers submission date; it will be returned to non-selected bidders.  
This LG will be returned to selected bidder after submission of the Performance Bond mentioned below.  
The Bid Bond is ruled by the article 34 of Public Procurement Law 244 dated 19 July 2021.
- Another mandatory Performance bond from winning bidder' bank to MIC1 with a value of 10% of the quoted services should be presented upon tender award only within 15 days from contract start date.  
The performance bond shall remain valid and effective from the date of issuance up to the contract expiry date.

The Performance Bond is ruled as by the article 35 of Public Procurement Law 244 dated July 19<sup>th</sup>, 2021.

- The bidder is not allowed to introduce any new technical offer in the commercial envelop which will be considered a subject to disqualification.
- Fees submitted by bid winner will be announced on PPA website following tender award as per Public Procurement Law requirements.
- Bidders should not in any way subcontract more than 50% of the bid scope.

### 9.3. Delivery Penalty

- In case of delay in the delivery, a penalty of 5% per day of delay shall be deducted from the total submitted amount for a maximum of 20%.
- The filled Compliance Matrix as well as the Offer and BoQ are an integral part of the contract to be issued by MIC1 following the selection of the Bidders. Bidders 'abidance by and respect of their Offer, and more particulary on the delivery date mentioned therein, and based on which the contract is issued, is mandatory.

In case the above is not respected by the Bidder or in case the latter fails to deliver a requirement service, feature, functionality, or item for which he has already inserted "Compliant" in the Compliance Matrix and included in the Offer, then the following will be applied:

- A penalty of 5% from the total amount of the bid cost will be applied for each feature/functionality or item.
- If the penalty value exceeds the amount remaining to be paid for the bid, then MIC1 has the right to cancel the bid with immediate effect and the Bidder will have to refund the total amount paid to the Bidder without the need for a prior notice or any judicial or extra-judicial proceedings.

If a feature, functionality or item, is marked as a Killer Point and the Bidder fails to deliver it upon implementation, then MIC1 has the right to cancel the bid with immediate effect and the Bidder will have to refund the total amount paid without the need for a prior notice or any judicial or extra-judicial proceedings.

- The Building Maintenance Outsourcing company shall be subject to notification and penalty as specified in clause 10.13 when the latter fails to reach specified performance levels required by MIC1.

### 9.4. Miscellaneous

- Bidder must explicitly mention, in the Offer and the BoQ, any prerequisite not stated within the RFT requirements and specifications and that might entail additional cost or impact while adding its respective price or the additional deliverables it needs (if not within Bidder's scope).
- Based on the provisions of the income tax law (Articles 41, 42 and 43), a 7.5% (on Opex) and 2.25% (on Capex) are to be deducted from the invoice for the Bidders that do not maintain a place of business or do not have a legal structure in Lebanon.

- All Bidders with local presence should have a corporate contract with MIC1 that covers 100% of their employees' business lines before entering into business relations with MIC1. If the selected Bidder does not fulfill this option at the time of project award, MIC1 corporate sales team will contact its representative for this purpose.
- **The bidder should declare any relative relations with any Alfa employee up to the 4th degree, for MIC1 to be able to assess the existing of any potential conflict of interests which may lead to deprive the bidder from participating to the tender under the risk of disqualification.**

## Article 10: Technical Specifications

### 10.1 Scope of Work

The subject of the present tender specifications of the contract is to carry out Preventive and Curative maintenance for buildings, stores and warehouses belonging to the client, as detailed in below:

#### Buildings:

1	Parallel Towers	All Rented floors in Bloc A & B by MIC1 including NOC, Back Offices at GF level, Canteen, WHSs, Technical and Storerooms in B1 and B2, Archive, and outdoor parking area.
2	Pine	10 floors including Warehouses, Archive, Data Center, Technical Rooms, indoor parking spaces and outdoor parking under the bridge facing Pine and Palm buildings.

#### Stores:

1	AS Pine
2	AS Parallel Towers
3	AS Jounieh
4	AS Jbeil
5	AS Tripoli Mina
6	AS Halba - Miniara
7	AS Bikfaya
8	AS Unesco
9	AS Saida
10	AS Nabatiyeh
11	AS Chtoura
12	AS Baalback
13	AS Tyr to be invoiced upon deployment date

#### Warehouse:

1	Jeita
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The maintenance of these different sites seeks to preserve the value of properties while making sure:  
- to allow the various functions of the building to persist

- to allow see improvement of buildings' exploitation tenders
- to provide comfort and good quality for the Company's social ambiance
- to preserve the company's brand image

MIC1 aims from the maintenance outsourcing of its premises to manage the operations with an economical global cost. Thus, the request of offer aims that the preselected enterprises participate in the definitions of a better world of interest.

## 10.2 Scope of Intervention

Preventive and Corrective maintenance which are an integral part of the contract concerning the following buildings, stores, and technical warehouses:

➤ **Civil works and office furniture, listed in below but not limited to:**

- Outdoor surfaces and eternit roof.
- Painting touch-up: doors, walls, false ceiling, wooden and glass partitions, maintenance, openings, and separations (being same type, material, color...as existing on related site)
- Minor cracks and damages shall be reported to MIC1.
- Minor repair works (any type) due to occurrence of any faults or issues that arise with the equipment or systems covered under the agreement of the Maintenance Company costing below 150 US dollars.
- Aluminum/steel and shutter doors works including accessories and fixtures (i.e.: door closer, pivot, locks...)
- Glass door maintenance (calibration, accessories)
- Automatic Sliding doors.
- Blackouts and Curtains (manual and automatic)
- False ceiling, Carpet, Wooden partition, Tiles...
- Furniture; all available types of chairs, desks, cupboards, shelves, wheels, locks, drawers' rails and locks, supports, handles, upholstery of chairs and wooden CC partitions...)
- Retiling around a WC fixture and protection of newly applied grouting (minor repairs)
- Wooden Skirting where available
- Emergency staircase.
- Treatment of minor rust accumulation on tanks surfaces, emergency staircases...
- Civil works resulting from a corrective intervention.
- Waterproofing and sealing of structures to prevent water infiltration and damage.
- Cleaning Exterior Windows twice a year at Pine: where cleaning company has no access to.

➤ **Electrical and Low current systems, listed in below but not limited to:**

- Distribution network.
- Electrical panel boards.
- Electrical gate and barriers at the parking and entrance.
- Sliding gate of warehouse Jeita (electrical and mechanical parts or accessories)
- Lighting fixtures (Inc. timers and photocells for Signs)
- Surge Arresters
- Replacement of LED lamps (where available)
- LED lights replacement behind stretch PVC where applicable (Chtaura, Halba and Jbeil)
- UPS feeding MIC 1 floors (Check Annex 1 for subcontract scope details)
- Gang switches, sockets, and breakers
- Data sockets – Supply and replace.
- Music, public address, and audio visual.

- Grounding system.
- Control panels
- Indoor and outdoor parking lighting.
- Notification system relays for fuel sensors and water float valves.
- Electrical water heaters.
- Water sensor alarms at Jeita warehouse.
- Light arresters.
- Traffic flasher lights.
- Directional Signals.
- Automation system for lighting and store PT
- Projection screen (electrical and mechanical)
- Barilux cleaning and maintenance (Lighting) at Parallel Tower and Nabatieh stores
- Support for installation of cables (Data, Power, line) shall be provided to MIC1 team by the Maintenance Company resident and rotating team in all MIC1 premises (Buildings, stores and warehouses)  
Cable trunk and spiral when needed.

➤ **Air conditioning unit and VRV, listed in below but not limited to:**

- Cleaning and maintenance of HVAC systems
- VRF units
- VRV systems for MIC 1 floors including storage, technical rooms, and canteen.
- Central units (Compressor \ Ventilator)
- Split units.
- Ductwork cleaning, repair, and insulation to maintain proper airflow and temperature control.
- Replacement or repair of faulty HVAC components, such as but not limited to filters, fans, or thermostats. Installation and replacement of trays for the AC drains.
- Installation of U-channels for the ACs.
- Fresh air extractors.
- Extractors for PT Canteen B1.
- Balancing and adjustment of HVAC systems to ensure optimal performance and energy efficiency.

➤ **Fire alarm system, listed in below but not limited to:**

- Fire alarm / fire detection systems for MIC 1 buildings. (Pine & PT).
- Fire suppression system for MIC1 floors and areas excluding maintenance of fire extinguishers (Pine & PT).
- Sheathes & Valves against fire.

➤ **Hydraulic system listed in below, but not limited to:**

- Floor heating system at AS Chtoura (Burner, pipes...)
- Plumbing works; sewage, drinking water, rainwater, irrigation... (Excluding outside manholes and gutter drains).
- Installation and replacement of plumbing components, such as valves, pumps, and water heaters.
- Clearing and unclogging of drains, sewers, and stormwater systems.
- Sanitary fixtures
- Water Pumps
- Water and Fuel Tanks – where applicable
- Water Treatment system – where applicable



➤ **Instrumentation listed in below, but not limited:**

- Installation and calibration of instruments, such as flow meters, pressure gauges, and temperature sensors.
- Inspection and testing of control valves, level sensors, and analytical instruments
- Validation and verification of instrument accuracy and reliability

➤ **Generating units listed in below but not limited to:**

- Generating Units in Pine building and stores Mina, Miniara, Baalback and Nabatiyeh; PM and CM service, spare parts, and consumables below 150 US Dollars.
- PM schedule check on the water, oil, and filters... to be submitted by bidder.

➤ **Landscaping maintenance listed in below but not limited to:**

- Irrigation system for PT external planters and Pine floors planters (Pump, solenoid valve, irrigation pipe, drains...)
- Surrounding cleaning (Plant...) in Miniara store
- Surrounding cleaning (Plant...) in PT Parking Abou Sleiman
- Landscaping at Pine floors balconies.
- Landscaping inside MIC1 floors (Chief offices)
- Landscaping external planters, in front of stores Parallel Towers and Pine including green area in front of the entrance of Pine building.

➤ **Elevators listed in below but not limited to:**

- Lifts at Pine building (Check Annex 1)

➤ **General Remarks to be considered for Direct and Indirect Maintenance Scope of Work:**

- Maintenance Company shall exercise caution and care during its interventions in MIC1 premises to perform or execute any job. Protection material such as plastic/cartoons shall be used where necessary.
- Maintenance Company is responsible to do the follow up and supervision on the assigned subcontractors (Indirect maintenance) at all MIC1 premises. Damages resulting from the subcontractors shall be borne by Maintenance Company under its insurance coverage policies.
- Interventions that require constant application of repairs, such as access panels (Maintenance and AC machines openings) in Parallel towers, shall be reported and coordinated with MIC1; Touch up paint shall be applied. However, once the color differs from the rest of the ceiling or wall, the painting of the whole ceiling or wall shall be charged separately.
- Move/replacement or Installation of items shall be within the scope of work provided by the resident resources and rotating teams without interfering with their preventive/corrective maintenance schedule or within their working shift. For example, request for relocation of an AC unit. However, cost of spare parts resulting from such requests (additional piping, extra refrigerant, insulation, brackets, etc.) shall be borne by MIC1 as this is not maintenance works. This shall be applicable for all MIC1 premises as buildings, stores and technical warehouses.
- Data network and digital screens, computer systems and office machinery are excluded from scope of work of Maintenance Company.



- **The Maintenance Company shall conduct SITE VISIT (mandatory) verifying the scope of work required for the MIC1 premises.**
- **The Maintenance Company must determine, in a clear list within their technical offer, any maintenance or repair work (not mentioned in the list above) to consider outside the resident and rotating team's scope and capabilities and the need for third-party intervention (with no subcontract agreement), to resolve the customer's request.**

### 10.3 Information Confidentiality

All information of any type with no exception, constituting the whole tender specifications, are considered confidential information. Therefore, the preselected enterprises undertake not to divulge them to any person whomever by any means whatsoever.

Furthermore, any contravention of said confidentiality whether it is intentional or not constitutes a valid and legal reason for termination of the contract of the Service provider with no compensation and for proceedings of preselected enterprises by MIC1.

### 10.4 Administrative description and Duties of the Company

#### 1. Personnel and Organization

##### ➤ **Qualifications and means:**

The Building Maintenance Outsourcing Company shall offer all necessary documents in connection with the aptitudes, skills and means of its personnel. Its logistics' detailed chart will reveal the distribution of different responsibilities and strategies of intervention according to preventive and healing procedures. A personalized list of engineers, their diplomas, experience, and competences must be given back. Likewise, a similar list regarding technicians and laborers must be also handed back.

**NB: Resident Technicians; English knowledge (Read, Write) and Computer Skills is a must.**

##### ➤ **Installation conditions:**

The Building Maintenance Outsourcing Company shall make sure that the various systems of MIC1 at different sites function well and that they take advantage of an adequate maintenance program. That's why the Maintenance Company shall properly define installation conditions of its teams and suggest the frequency presence of its personnel. A minimum of 3 resident agents, distributed as follows.

- **One engineer in charge** of organizing and managing the responses shall be present on site at least twice a week.
  - **Resident team** for the headquarters buildings; Pine and Parallel Towers
    - **One senior team leader** and two skilled technicians in HVAC, electrical and plumbing permanently present on site:
- From Monday to Friday at Pine, and Parallel Towers
- **1 Technician** from 7.00am to 4.00pm serving PINE, (each 9 hrs. shift, 5 days a week plus 5 hrs on Saturdays)

- **1 Technician** from 8.00am to 5.00pm serving PINE, (each 9 hrs shift, 5 days a week plus 5 hrs on Saturdays)
- **1 Technician** from 8:00am to 5:00pm serving Parallel Towers (each 9 hrs shift, 5 days a week plus 5 hrs on Saturdays)
- **Sundays:** in case of emergencies for Buildings, Stores and Technical Warehouse
- **Rotating team** serving for the buildings as support in case of urgency (even after MIC1 business hours) or when resident team fails to solve or inspect critical matter.
- **Rotating team** serving regional stores and warehouses. PM visits once per month, and support in case of Urgency after MIC1 business hours.
- All technicians have basic knowledge of other trades and accordingly can organize first level intervention.
- Technicians and specialized engineers, whenever need be there will be no additional charges for hours over and above the usual working hours, should the need arise.
- Technicians shall have effective communication skills. English language ability is mandatory for the resident team members.
- 24/7 helpdesk service

➤ **Uniforms:**

The maintenance teams' members, in exception of engineers and managers of projects, shall be in uniform including their names and the acronym of the Maintenance Company that they work for. The uniform must be always clean and hygienic. In addition, the Maintenance Company must present a sample of the uniform to be approved by MIC1.

➤ **Submission and enterprise's Reporting means:**

The subsequent elements are the reporting base between the Maintenance Company from one hand and MIC1 or its representative from the other hand.

These elements determine the rules of coordination, control, supervision...etc. That's why preselected enterprises undertake to announce the supply and to provide interior procedures allowing the achievement of premises maintenance in best conditions. These elements are the following:

○ **Operational manual or procedures' standardization:**

The Maintenance Company shall prepare an operational manual consisting of general rules of different procedure types as well as the relevant corresponding files-type.

The general rules are related to:

- ✓ Preventive operational procedure
- ✓ Maintenance mode and methods
- ✓ Calendar of periodic maintenance
- ✓ Calendar of tests
- ✓ Consumption rate of spare parts and consumables
- ✓ Renewal Program of spare parts and consumables

- ✓ Healing operational procedures
- ✓ Security procedures
- ✓ Controlling quality procedures

Examples of file monthly, quarterly, biannual, and annually followed up must be set up and approved by MIC1.

The files type concerning the maintained equipment must be distributed into distinct categories to facilitate the management of maintenance procedures.

The operational manual consists of procedures and questionnaires applied to verify the quality as per the norms determined by the Maintenance Company, the norms are subject to MIC1 prior approval.

The operational manual, general rules and files type must be handed over and submitted for the approval of MIC1 within a one month as from the signature of the contract.

○ **Database, continual update (monthly):**

The Building Maintenance Outsourcing Company shall monitor the preventive and curative operations on the software adopted by the client. A reliable and updated database will be maintained. This latter will be at the disposal of MIC1, so that it can closely follow the expected progress. Moreover, the Maintenance Company shall draw up monthly reports mentioning in detail the functioning of the maintenance cycle, and daily Service Sheet reports in softcopy for PM and CM maintenance services conducted at MIC1 sites.

**2. Information requirement prior to maintenance:**

Within the framework of maintenance mission, when the intervention of the Maintenance Company requires out of service of a sensitive zone and partial or total interruption of one of the essential tasks of different concerned sites, MIC1 must be notified in advance to let it take necessary remedying measures.

**3. Responsibilities and Duties of consultants:**

MIC1 shall keep the right to call an exterior consultant to follow up and control maintenance and reevaluate referential norms adopted by the Maintenance Company. Such consultant will be considered as the official representative of MIC1.

**4. Subcontracting:**

Concerning specialized systems, the Maintenance Company may have recourse, after the prior approval of MIC1, to specialized subcontractors and suppliers. However, the Maintenance Company shall assume the responsibility and keep confidential the subcontract fields or systems. **Subcontractor shall not intervene without any accompaniment from the maintenance provider.**

In this regard, the Maintenance Company shall mention in its reply to the invitation to tender a list indicating its competent suppliers and subcontractors (Annex-1).

➤ **Guaranteed Equipment:**

Guaranteed equipment must be listed to keep the right of MIC1 to free maintenance offered by their manufacturers or suppliers. These equipments must always be subject to regular verification on behalf of the Maintenance Company. In case of irregularities or incidents that require healing interventions, it is necessary to call the manufacturer or the supplier.

➤ **Spare parts and Consumables:**

According to conditions and terms of contract and the responsibility of spare parts and consumables supply for different sites, object of the contract, some conditions must be respected.

They are related to the following aspects:

○ **Files of purchases' submission:**

In the event, that the Maintenance Company is concerned about providing spare parts and consumables, files of purchases' submission must be handed over to MIC1.

These files must emphasize the value of the following:

- ✓ The name of equipment or of consumables.
- ✓ The place or the destination of use thereof.
- ✓ The quantity (even in case of LS offers)
- ✓ The identification's number.
- ✓ The manufacturer's name.
- ✓ The country of origin.
- ✓ The local supplier's name and address.
- ✓ The manufacture's serial number.
- ✓ Technical specifications.
- ✓ Operational information.
- ✓ Impact on global functioning in case of a problem occurring during functioning.
- ✓ MTBF (Medium Time before Failure).

○ **Instructions of Purchase:**

The purchase of spare parts and consumables shall consider the following principles:

- ✓ The purchase of original spare parts and consumables can be carried out from sources offering competitive prices and acceptable delivery conditions.
- ✓ The purchase of accessories or original parts of equipment is not necessarily carried out from the manufacturer or from the equipment's supplier. It can be done from the accessories' supplier offering best prices and delivery conditions.

○ **Renewal of Spare Parts & Accessories:**

The Maintenance Company shall submit to MIC1 a detailed program indicating the strategy of renewal and a relevant anticipation about different rates of consumption.

○ **Organization of Stock spaces:**

Stock spaces put at the disposal of the Maintenance Company in the premises of MIC1 must be well organized. Thus, labeling the items is essential. References correspond to relevant data saved on computers. Storing must respect the recommendations of the manufacturer and the supplier. Moreover, temperature and humidity conditions must be respected as well.

○ **Accessories/Spare parts' urgent purchase:**

In the event, that MIC1 is responsible for accessories/ spare parts and consumables supply, the Maintenance Company shall follow their consumption's rates. Whenever shortage occurs, and if the circumstances require same, this latter can carry out necessary purchase procedures provided that will submit them after the preliminary approval of MIC1 or its representative. Then, MIC1 has the right to negotiate price as per usual process before payment.

In this same configuration, if an urgent healing intervention requires to immediately purchasing equipment /spare parts to replace a defective one, the Maintenance Company may contact MIC1 representative and get an approval prior to any urgent intervention and may submit documents and justifications that clarify the reason of urgent purchase to MIC1 after recovery.

➤ **Provisional list of consumables:**

The Maintenance Company must draw up an exhaustive list containing consumables and spare parts. Such list must indicate consumables and spare parts separately according to buildings, fields and concerned lots.

## **10.5 Computer Aided Maintenance Management**

It is related to the management of sophisticated and simple installations of MIC1 different sites. It shall manage:

- Allocations related to daily functioning.
- Usual maintenance connected to periodic and healing simple activities.
- Major reparations caused by using equipment over a period of time.
- Renovation works of complete reorganization in the buildings or in part thereof which have become obsolete and unsecure.

As to quantitative plan, it has to allow undertaking the following:

- The inventory of technical equipment.
- Management of spare parts' means.
- Publishing of ratios and indicators.

### **1. Preventive maintenance:**

An annual or long-term maintenance plan must be entirely elaborated during the first 60 days of the market concerning all equipment requiring a regular preventive maintenance. This plan must indicate the periodicity of interventions, the type of each intervention, as well as the week during which work shall be carried out, through equipment or a similar group of equipment maintained by selection.

Maintenance plan shall be wholly entered on CAMMS ERP - current software adopted by MIC1, within a maximum period of 20 days as from the beginning of market, and it shall be put at the disposal of MIC1 or its representative. Therefore, any intervention shall be entered on work sheet already published when the plan is entered.

### **2. Corrective maintenance:**

The summaries of incidents and visit reports shall be wholly entered on ERP in addition to the indication of the code of the concerned equipment, the type and level of maintenance carried out (). (Preventive/ Curative)

In case of palliative maintenance, a sequence of work sheet following the sequence of intervention will be drawn up and well respected to maintain the history of breakdown and to detect the recurrence thereof.

### **3. Free interventions:**

All interventions arisen from the framework of contract of maintenance should be necessarily entered on ERP.

#### **4. Centralized Electronic Data:**

The Maintenance Company will assume on its responsibility and on its own expenses the installation and functioning of a computer-aided maintenance management's software on the server of MIC1 with specific and confidential password.

In addition to the software adopted by MIC1 "ERP" software will help providing the follow up of maintenance through computer in accordance with articles related to different preventive and corrective interventions.

It is important to mention that any information written on papers must be issued from ERP or from the CAMM decided by the Maintenance Company. This procedure will be applied on:

- The inventory of equipment.
- The relevant labels.
- The list of spare parts by equipment.
- The list of different sites and sub-sites to be maintained with the relevant labels.
- The work sheets having the same role of interventions' summaries.
- An annual or long-term plan of major preventive interventions of different equipment, particularly those requiring maintenance every season.
- The reports of incidents and breakdown mentioning the cause of breakdown.
- The statistics by intervention's type and cause of breakdown.
- The accumulation and evolution of breakdown since the beginning of market.
- The management of the stock of spare parts in different sites.
- The consumption's statistics of parts and consumables to prepare the relevant orders.

#### **5. Maintenance follow-up:**

The Maintenance Company and MIC1 will share the access to information of database in connection to the market. The connection's post to the maintenance software will be managed by the Maintenance Company. While other posts (1 or more post) will allow to MIC1 or to its representative to thoroughly control the execution of procedures.

#### **6. Management and stock keeping:**

Maintenance Company will offer in the premises of MIC1, the stock's entering as well as it will control the minimum level of stocks of spare parts and consumables on ERP.

Each purchase order sent to MIC1 or to its representative will be accompanied by inventories and/or statistics of consumption and usage of such parts obtained thanks to the ERP.

### **10.6 Equipment and Tools of maintenance**

#### **1. General conditions:**

The Maintenance Company will supply on its own expenses all tools and equipment, whether movable or fixed, which are necessary for a good management quality, without prejudice to security conditions of different systems and installations. These tools and equipment consist of the following where should be provided for both Buildings (Pine and Parallel).



- Maintenance tools.
- Inspection devices.
- Equipment and installations' measure and test devices.
- Complementary tools such as: scales, platforms, lightning devices, etc.
- Computers and devices with mobile data access to software on which they can update or close requests upon implementation.
- Equipment and furniture for the office.
- Necessary vehicles.
- Supply.

2. **List of Tools and Equipment of maintenance:**

The Maintenance Company shall offer within one month as from the signature of the contract a comprehensive and final list of tools and equipment of maintenance indicating their type, manufacturer, production date, date of last calibration, quantity, and any other required information type. Such list must be submitted for the approval of MIC1 or its representative.

3. **Controlling Tools and Equipment of maintenance:**

The Maintenance Company must carry on a continual control of tools and equipment subject to the previous list to assure that they are functioning appropriately and to proceed to any other type of renovation level of destructed elements and to replace the defected ones.

4. **Storing Tools and Equipment of maintenance:**

All tools and equipment of maintenance must be appropriately stored and clearly labeled.

5. **Possession of Tools and Equipment of maintenance:**

All tools and equipment of maintenance related to systems and installations belonging to MIC1 and offered by the Maintenance Company shall remain in the possession of this latter.

6. **Premises offered by MIC1:**

MIC1 shall put at the disposal of the Maintenance service provider all available and necessary premises for the good functioning thereof.

7. **Specific Premises (workshop):**

Any type of work or preparation preliminary to determined interventions requiring workshops or specific premises which does not exist within MIC1 will be accomplished elsewhere after the approval of this latter or of its representative.

8. **Water, Electric power, and Telephone supply:**

MIC1 shall equip the Maintenance Company with electric power, water, and telephone as per the needs and requirements of the good functioning of the maintenance.

## 10.7 Security precautions



## **1. Introduction:**

Before proceeding to manage any maintenance operation related to any of the installation, the Maintenance Company shall verify that all fundamental security rules are respected.

Whereas it is impossible to foresee all-risks' probabilities, the following instructions will be considered as general information. Therefore, the Maintenance Company shall anticipate and avoid any type of dangerous conditions.

Instructions' manuals of manufacturers must be respected. Likewise, recommended procedures of equipment and installation dismantle and assemble must be applied. Manuals are generally consisting of general information, caution, and warning notes. General information gives additional information to properly and easily undertakes a certain step or procedure. Caution information show weak and vulnerable places of equipment and installation. A warning emphasizes on personal injuries that may occur to persons due to wrong usage.

Moreover, the subsequent information constitutes the original base related to persons' security conditions. This original base is considered an integral part of the "system of organized maintenance".

## **2. Precautions of General Security:**

General security suggests a detailed diagnosis to the concerned zone and the definition of dangerous elements (active electrical equipment, suspended objects, inflammable substances...). Thus, necessary precautions shall be determined accordingly. Furthermore, it is strictly forbidden to smoke or to cause flame in work premises during maintenance.

## **3. Instructions about First Aids:**

The personnel carrying out maintenance must be familiar with first aids' principles and procedures to overcome potential accidents. They shall be notified of the places of first aids and to meet the persons in charge in this field working for MIC1. They shall also have the telephone number through which they can communicate to get appropriate assistance in this regard.

## **4. Conditions of Good Cleaning:**

Conditions of good cleaning have a major role in preserving security conditions of different sites to be maintained. However, there is a potential risk that may arise due to inappropriate and unsecure storing. The general conditions to be respected are the following:

- The use of garbage adapted to the type of the space where they exist.
- Organization of tools and equipment after each intervention.
- Holding harmless the alleys from each element prohibiting the flow of circulation.
- Organization of risky tools and equipment of the relevant places.

## **5. Equipment and Protective Clothes:**

Protective clothes and shoes must be used as per the interventions' place and type. The interventions requiring protective clothes are in illustration: soldering, water treatment, application of chemical products, batteries supply...

Seatbelts must be used while carrying out works of scaffolding or works in places of high risks of instability and collapse. Safety helmets and eyes protection must be imposed.

People which might be exposed to acoustic resonance exceeding 85db have to put earmuffs. Respirators must be used in places requiring doing so.

## **6. Individual Permit to Intervention:**

An intervention permit is a kind of declaration conferred to an intervener and signed by its supervisor. It shall be issued in the cases mentioned hereinafter:

- Convocation of a person to accomplish a mission according to system of organized maintenance.
- In case of risk during a particular maintenance mission.
- During missions concerning important and essential equipment.
- During missions requiring principal power outage.
- During mission causing likely perturbation and panic to people.

An intervention permit shall contain the following information:

- Nature and consequences of works to be done.
- Details related to preparation and security measures to be undertaken.
- The date and schedule of intervention.
- Name and signature of the person in charge with the intervention.
- Name and signature of the intervener.

The permit of intervention cannot be transferred to a person other than the one appointed and whose name is mentioned in the permit. The permit must be issued on three copies: one to be kept with the person in charge, the second with the intervener and the third to be kept in relevant archives. At the end of the mission, a cancellation permit instrument must be also issued.

## **7. Security Precautions in Confined Spaces:**

Intervention in enclosed areas has a high risk. Consequently, it is essential to verify the absence of a certain number of stimulating factors. Intervention in similar areas must be submitted for the obtainment of a prior approval. The subsequent criteria must be verified:

- Sufficient oxygen supply.
- Need of respiratory set.
- Competences and skills of the concerned person.
- The tests concerning the composition of air.
- Vacancy of third parties to provide support in emergency cases.
- Accessibility of necessary equipment to help third parties in emergency cases (harness, rope...).

## **8. Security Precautions of Lonely Laborers:**

Working alone has its own risks. Some criteria must be verified:

- Competences of the concerned person.
- Usage of suitable tools and equipment and the implementation of the manufacturer's instructions.
- Maintaining a permanent contact with the person (telephone, regular visits...).

## **9. Security Precautions of Equipment manipulation:**

Excessive weightlifting must be done via mechanic means and should not be manual unless in case of impossible recourse to appropriate mechanic means. In such case, excessive weight can be manually achieved if the capacities of the person are robust without leading to any risk whatsoever. The criteria to be verified are the following:

- Physical capacities of concerned persons.
- Physical nature of the object to be manipulated.
- Release of the place where the manipulation is carried out.
- Being in the suitable place to lift and move the object.
- To be equipped with appropriate protective clothes.

#### **10. Security Precautions of Electric Equipment manipulation and Electric Equipment having lethal risks:**

To avoid danger resulting from interventions of electric equipment of lethal risks, necessary precautions must be considered to avoid electric charge equipment during work.

It is important to mention that some equipment remain energized due to capacitor's cells. Therefore, it is essential to make sure of total discharge of such equipment by giving them enough period of time. In this context, discharge may be done.

Labels and warning notices to be sent to every necessary place shall be provided.

#### **11. Insurance "Civil Responsibilities Work":**

The Maintenance Company shall be the holder within a maximum period of 10 days following the signature of an insurance contract "civil responsibilities work" by virtue of Lebanese law in force.

Insurance must cover, during the whole period of the contract, monetary consequences of corporal, material and moral damages caused to maintenance teams' members and to third parties (including MIC1) in particular, accidents, fire, explosion, water flow, theft, or any other reason that occur during or after work of the Service provider.

Upon signature of the contract, the Maintenance Company shall produce an insurance, covering its liability for all losses or personal and material damage incurred by third parties (including MIC1) due to its intervention:

- Personal damages per persons / 15,000 USD
- Material damages / 40,000 USD
- Maximum Indemnity per complaint / 100,000 USD

### **10.8 Offers' Content of pre-selected enterprises**

This chapter is a summary which emphasizes on principal elements that shall be mentioned in the supply of preselected enterprises. However other elements which were previously mentioned should not be neglected in any case whatsoever. Information indicated thereafter are considered as logic instructions reflecting MIC1's objectives.

#### **1. Contextual Vision:**

The supply of preselected enterprises shall certainly reflect a global spirit estimated according to the extent of MIC1 objectives. To be familiar with the premises is considered as the major tool allowing the enterprise to adjust and adapt relevant programming and budgets in each real situation.

Thus, a contextual vision has the following goals:

- Breakdown's anticipation.

- Damages' control.
- Intervention's organization.
- Decisions rationalize.
- Costs' control.

This vision shall be based on:

- Being familiar with the immovable (function, identity, and state) as per different qualitative and quantitative aspects.
- Taking into consideration fund's orientation of MIC1 to maintain it's immovable.
- Combination between immovable management's principles, orientations and available or unavailable means.

## **2. Report of Global Evaluation:**

The implementation of an exact maintenance policy is necessarily subordinated to a deep knowledge of concerned work and equipment.

The supply of preselected enterprises must be based on a diagnostic evaluation report about the situation of the immovable in different sites of MIC1. This diagnostic report will contain a detailed description of the state of immovable according to its primary activities and as per essential constitutive fields. It will be the hypothesis or even the fundamental deduction upon which preselected enterprises will propose suggestions.

This diagnostic report will be divided into several sub-reports; each one being related to a certain site. However, five sub-reports will be resulted:

- PINE report
- PARALLEL TOWERS report
- STORES(s) report
- WAREHOUSE (s) report

Each sub-report will be equivalent to a health certificate that describes the concerned site according to its (qualitative and quantitative), structural, architectural, and electromechanical aspects. Division of each site into plots and elementary activities is essential to facilitate considering technical elements for expertise and diagnostics.

## **3. Intervention strategies:**

Preselected enterprises shall draw up and expose according to global evaluation report, a double dimension maintenance policy: the whole dimension corresponding to different sites belonging to a unique company and a particular dimension related to the physical identity of each concerned site. For the sake to give the maintenance mission an integral brand image the will to appropriately reply to each case by case as per a judicious circumstantial judgment has been added.

The suggested maintenance policy will reflect the relation existing between the installations, equipment, and systems from one hand, and different intervention levels in accordance with emergency order, from the other hand, while distinguishing:

- Preventive maintenance.
- Slight healing maintenance.
- Important healing maintenance.
- Replacement of work and equipment.

The preventive intervention's periodicity and the intervention's term related to healing maintenance shall be also clearly determined and justified.

#### **4. Means to be expected:**

According to the suggested intervention strategy, preselected enterprises shall present human resources to be hired, their schedules as well as the intervention's periodicity. Furthermore, a preliminary list about maintenance tools and equipment shall be also submitted.

#### **5. Unification of intervention methods:**

Without prejudice to the above-mentioned flexibility principle required, the unification of intervention methods appearing in file type is fundamental for a good followed up and organized maintenance. Despite their final development which will be done during the first month after the signature of the contract, an outline of these file types shall constitute an integral part of the supply of preselected enterprises.

File types of detailed description of the type and (daily, weekly, monthly...) periodicity of preventive interventions shall be submitted.

### **10.9 Maintenance of MIC 1 sites or simulation of variables**

The supply of preselected enterprises shall result from the intersection of several hypotheses of qualitative and quantitative type.

#### **1. Quantitative variables:**

The supply shall consider the following possibility:

- Maintenance of the whole sites of MIC1: Pine, Parallel Towers, stores and warehouses.

#### **2. Qualitative variables:**

The enterprise shall simulate the below maintenance type while focusing on economics and the advantages resulting:

Complete maintenance: Preventive and Healing maintenance; analyze the possibility of the contract of complete maintenance applied to the whole sites of MIC1 and as detailed in Clause 10.2, including:

- All Consumables and Spare parts of a value up to 150 US Dollars (excl. VAT) for year 1 & 2 and of a value up to 200 US Dollars (excl. VAT) for year 3 & 4.
- Examples but not limited to, AC Freon, lamps, Oils, Filters, Coil cleaners, fans, belts, different types of lamps, fluorescents, halogens, LED lights, plugs, Data sockets, elbows, starters, timers, alarm, and remote-control batteries, emergency door siren batteries, emergency exit signs, fire alarm panel batteries, Generator Battery.... etc)
- Minor repair works (any type) due to occurrence of any faults or issues that arise with the equipment or systems covered under the agreement of maintenance company costing below 150 US dollars, as mentioned in clause 10.2.
- Only UPS Batteries are excluded.

MIC1 always seeks a strong coherence in the supply of preselected enterprises. A good contextual analysis, and exhaustive diagnosis, suggested strategy, the means to be expected, flexibility and unification are considered as important advantages that should qualify them.

## 10.10 Description of formed buildings and Systems

The different sites of MIC1 that constitute a part of the present tender specifications are briefly determined hereafter, in according to the following aspects: civil installations, electrical installations, air conditioning installations and hydraulic installations.

### 1. Civil Installation:

We briefly mention the essential constitution of each site of MIC1. In addition, we indicate its essential function, the number of floors and the relevant approximate total space area.

- **Pine building** is an office building consisting of 5 basements, ground floor, mezzanine, 10 floors and a technical terrace. The ground commercial floor is partially at the disposal of MIC1. The total space area occupied by the company is around **9622** square meters.
- **Parallel Towers** is an office building consisting of all rented floors (F8,9,10A,10<sup>th</sup> bridge area, 10B,11A, 11<sup>th</sup> bridge area, 11B, 12,13,14,15,16,17,18,19) in Bloc A & B by MIC1 including the canteen. warehouses and technical rooms in basement 1 and basement 2, back offices in GF and NOC area. The total space area occupied by the company is around **8500** square meters.
- **Stores (AS)** which are 12 operational and 1 will be considered upon deployment date, space area detailed as per below table:

1	AS Pine	615m2
2	AS Parallel Towers	746m2
3	AS Jounieh Ghadir	250m2
4	AS Jbeil	250m2
5	AS Tripoli Mina	241m2
6	AS Halba - Miniara	270m2
7	AS Bikfaya	219m2
8	AS Unesco	200m2
9	AS Saida	418m2
10	AS Nabatiyeh	130m2
11	AS Chtoura	240m2
12	AS Baalback	220m2
13	AS Tyr upon deployment date	600m2

- **Warehouses** Jeita

### 2. Electrical installation:

- **Electro genic group;**

This section is about electro genic group and peripheral equipment including equipment of combustible storing cistern, water tanks and pumps put in the whole properties. The intervention limit



in this regard is determined by contractors-investors of the changeover of Lebanese electricity (EDL/GE) (not included), downstream of which maintenance is related to the following section concerning electrical installations:

- Pine building, electro genic group of 4 generators.
- Store Nabatiyeh of 1 generator
- Store Mina Tripoli of 1 generator
- Store Halba of 1 generator
- Store Baalback of 1 generator
- Warehouse Jeita of 1 generator

Concerning electro genic groups are mentioned in the relevant the main components are the following:

- Silent room.
- Generator.
- Lubrication circuit.
- Cooling circuit.
- Auxiliaries (starters, resistances, indicators, batteries...)

#### ➤ **Electricity: Strong power**

The purpose of this section is to define electrical installations of different sites of MIC1 Company. Electrical equipment of sites object of the present tender specifications is served as from Lebanese electricity public network or automatic current reverser of electro genic group.

According to the dimension and need of power of different sites of MIC1, the supply is executed on low voltage basis, through "low voltage" connecting to 240 KVA (3x400A) or according to Lebanese Electricity. Such connection leads on a general table to low voltage that it distributes to secondary cabinets and particular equipment (air conditioning, pumps, boost pumps, UPS...).

Normal lightning equipment, plugs and power supply are served by these cabinets. Security lightning is generally provided by a central system consisting of several batteries and charger (APS). Hardware is supplied by a converter specified to this usage (UPS).

The concerned fields are the following:

- Principal and secondary electrical tables.
- UPS tables.
- Distribution network.
- Control tools (Interrupters).
- Lights.
- Lifts.
- Etc.

#### ➤ **Electricity: Weak power**

Power systems follow in general the same principles of installations in different sites of the company.

They include the following:

- Fire alarm and detector: control table, fire-alarm bell, alarm bell, detectors...
- UPS
- Lightning arrester



### **3. Air conditioning installation:**

Air conditioning of different sites at MIC1 is operated through the below systems:

Central units, VRV & VRF systems, splits, and concealed type.

Compressors are generally put on a superior technical terrace. Fan coils units are spread in suspended ceilings of service areas where supply is carried out by blow-out grilles.

### **4. Hydraulic installation:**

Plumbing and sanitary installations include the whole network of water supply as well as the whole network of water evacuation. Therefore, special cautious must be attributed to them because:

- They directly contribute to employees' comfort.
- They produce an important water consumption of which the price of m<sup>3</sup> is increasing.
- They have a role in the irrigation of green space areas.

Such installations include the following systems:

#### **➤ Water supply:**

Public network feeds all MIC1's sites. Water distribution is carried out by gravity from tanks put on superior technical terraces.

#### **➤ Fight against fire:**

Pine, and Parallel buildings which exceed 28 meters of heights, are classified, according to fight against fire and by virtue of French and American rules, as buildings of high heights. In Pine building, the risky technical rooms (Fuel storage and backup generator room...) and the UPS room at Parallel are equipped with automatic extinguisher using the CO<sub>2</sub> by total quenching. Pine building is the only one which is provided with a dry column and another one wet that feed fire hose cabinet in the floors. Its parking areas are equipped with water sprinklers network. Fight against fire in Pine and Parallel buildings is carried out through extinguishers with pulverized water. Extinguishers with foam or powder are also spread in secondary technical premises of the three buildings.

#### **➤ Irrigation system:**

Cultivated external space areas are of two types: flower containers and cultivated surfaces. Flower containers which are in Pine building and Parallel Towers external planters (In front of AS) are irrigated by using PVC fixed underground pipes for Parallel and manually done for Pine. As for the cultivated surfaces at Pine, it is done through PVC pipes connected to an irrigation system.

#### **➤ Wastewater collection:**

Wastewater evacuation network operates by gravity. Collection is made in underground recuperation pits of different buildings. Lift pumps ensure wastewater recuperation of public sewer. Furthermore, the pits allow inspection and cleaning.

## **10.11 Technical Premises**

Technical premises include the equipment that are necessary to the functioning of MIC1's different sites. They are classified in two types:

- The equipment of technical premises dedicated to the technique of comfort (electrical premises, air conditioning premises...)
- The premises including equipment dedicated to the technique of security (premises of batteries, premises of chargers, premises of sprinklers....)

Cautious shall be attributed to all technical premises for they are the neuralgic centers of MIC 1 different sites. Strict exploitation instructions must be implemented.

We declare once more that this section is only considered as an introduction of different systems that constitute and service MIC1's sites.

**A site inspection is mandatory for assessment and clear visibility for achieving necessary data as previously mentioned.**

## 10.12 Performance and Results Obligation

The Maintenance Company undertakes to respond within deadlines set forth in the enclosed table (answer time) and to carry out every possible step to insure the good functioning of installations and work within the premises.

At any time, MIC1 has the right of termination of the contract should of the service provider fail to comply with any of the conditions stipulated in this RFT.

Failing to reach such performance, the Maintenance Company shall be subject to penalties or to a termination of the contract according to the following provisions:

Level	Circumstances (as a rough guide)	Intervention deadline	Penalty
<b>Emergency Case 1 (BUILDINGS)</b>	Sudden Outages; Electrical (Power, UPS, Network...) Generators, Elevators, Sliding doors, AC, water leakage, ...etc.	Immediate Action (max of 30 mins) IN & OUT of MIC1 Business hours	<b>200usd / day's delay</b>
<b>Emergency Case 1 (STORES &amp; WAREHOUSES)</b>	Sudden Outages; Electrical (Power, UPS, Network...) Generators, Elevators, Sliding doors/Gates, AC, water leakage, ...etc.	Immediate Action (max of 2 hours) IN & OUT of MIC1 Business hours	<b>200usd / day's delay</b>
<b>Emergency Case 2</b>	Malfunctioning of a working desk, up used lamps, clamped locks, greasing, assembling & dismantling of office furniture, sanitary, shutter doors	5 Working hours starting from the written notification sent by client	<b>100usd / hour's delay</b>
<b>Emergency Case 3</b>	False ceiling, floor plates, painting finishing, general sanitary, repair of office furniture...	2 Working Days starting from the written notification sent by client	<b>100usd / hour's delay</b>
<b>Emergency Case 4</b>	Major problems of malfunctioning needing hard material: Electrical	5 Working Days starting from the written notification sent by client	<b>100usd / hour's delay</b>

	Panel board, Turbine, Pump...		
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## Article 11: Health, Safety and Environmental Specifications

To ensure that the proposed products and services bidders are compliant with HSE culture, bidders should state basic HSE specifications and compliance information:

- bidders shall provide the product's specifications that have an environmental impact (power consumption, gas emissions, etc...)
- bidder shall provide the product specifications that contribute into preserving the environment (made of recycled material, ozone friendly, low volatile organic compounds, etc...)
- Bidder shall provide the product's specifications that contribute towards the health and safety of the users (ergonomic design, safety features, etc)
- Bidder shall state the safety measures being followed by personnel performing the work on Alfa's sites (ISO45001 certification, specific best practices, etc...)

## Article 12: Evaluation of Offers

MIC1 reserves the right to accept or reject any or all Offers at its absolute discretion and without thereby incurring any liability to the affected Bidder / Bidders and / or any third party, or any obligation to inform the affected Bidder / Bidders of the grounds for MIC1's action.

The RFT does not bind in any way MIC1 which reserves the right to study the Offers, and to conclude PO/contract negotiations in relation to the RFT, in its totality or parts thereof, with any or several Bidders, as it sees fit and at its sole discretion. MIC1 also retains the right to enter into a contract or to issue PO only for parts of the offered solution.

Further to what is mentioned above, no Bidder may file any claim whatsoever against MIC1 or may claim any compensation from the latter based on the rejection of its Offer or on any ground whatsoever in relation to the RFT.

The Technical and Commercial/Financial Offers are opened sequentially, so that the evaluation of the Technical Offer will precede the evaluation of the Commercial/Financial one. Bidder selection is based on the combined results of the technical and commercial evaluations.

Although due consideration will be given to MIC1's general principles and criterias, including economy and efficiency, MIC1 does not bind itself in any way to select the Bidder offering the lowest price.

## Article 13: Entering into Contract

MIC1 shall enter into a contract with the selected Bidder for the services requested under the RFT or shall issue a PO to the selected Bidder in this regard, as the case may be.

At all times, the terms and conditions of said contract/PO shall be defined in accordance the RFT.

MIC1 is operating the GSM Network for the benefit of the Republic of Lebanon and therefore, in case MIC1 enters into any contract with or issues a PO to the Bidder, this will be for the benefit of the Republic of Lebanon.

## **Article 14: Termination and Assignment**

At any time, MIC1 shall have the right at its sole discretion to cancel the RFT process under the provision of Article 25 of the PPL n0. 224/2021 with the selected Bidder, with immediate effect, without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

It is to be highlighted that any PO/contract is de facto terminated if the Republic of Lebanon / Ministry of Telecommunications requests its termination. Such termination shall have an immediate effect, and shall be effective without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

MIC1 shall have the sole discretionary right to assign at any time and with immediate effect the PO/contract to the Republic of Lebanon or any designee assigned by the Republic of Lebanon to manage the first mobile network in Lebanon.

## **Article 15: Boycott of Israel Requirement**

Bidder is informed of, and undertakes to abide by, the legal requirements of the Republic of Lebanon concerning the Boycott of Israel in accordance with the law dated June 23<sup>rd</sup>, 1955.

Therefore, Bidder shall not hold Israeli nationality, or be domiciled in or resident of Israel, or work for it, directly or indirectly, or represent or act for, in any way, directly or indirectly, the interests of Israel or an Israeli entity. Bidder shall not have any main or branch factories or assembly plants or offices in Israel, and shall not participate in any Israeli business. Bidder shall not license its name, trademarks, manufacturing or technological patents to any Israeli individual or entity and shall not provide any technological assistance to any Israeli business.

In addition, no person holding Israeli nationality or domiciled in or resident of Israel or working for it directly or indirectly or representing or acting for, in any way, directly or indirectly, the interests of Israel or an Israeli entity may be employed or used, in any way, directly or indirectly, by the Bidder in the project subject to the RFT. Bidder is explicitly obliged to take into consideration this requirement in the allocation and management of its personnel resources, employees, contractors and subcontractors for any activity or solution or mean whatsoever linked to Israel and contributing to the project subject of the RFT.

Any time the Bidder violates such requirements and / or any direct or indirect relation between the Bidder and Israel is brought to MIC1's knowledge, MIC1 shall immediately exclude the Bidder from the RFT process or terminate the PO/contract without the need for any judicial or extra-judicial proceedings and without incurring any liability whatsoever to the affected Bidder / Bidders and / or any third party.

## **Article 16: Applicable Law and Dispute Resolution**

All disputes, which might arise from the validity, interpretation, implementation or termination of the RFT, shall be exclusively settled by the competent Courts of Beirut in Lebanon.

The RFT shall be governed by and construed in accordance with the applicable Lebanese laws.