

GENERAL QUESTIONNAIRE/CLARIFICATIONS/FAQs RELATED TO
NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE
CONTRACT OF MEP & LIFTS

1. Does the cost of spare parts for Lifts and Access Control equipment included in the Contract.

In accordance with general guidelines for scope of work, cost of spare parts will be borne by the Embassy (including MEP, Lifts and Access Control Equipment). Monthly spare parts/materials up to upper ceiling of BD 1000/- (excluding VAT) will be provided by the maintenance company after taking prior approval of the Embassy and charged separately on actual basis subject to production of invoices.

2. Monthly spare parts/ materials up to the upper ceiling of BD1000/- shall be included in our pricing at tender stage.

Companies are required to mention cost of spare parts (i.e., BD 1000/- excluding VAT) separately in their financial bids.

3. Number of standby technicians at site and working days and time.

One technician from 7am to 5pm from Saturday to Thursday. Friday will be weekly off. However, the technician should be made available 24 x 7 on emergency/call basis.

4. Complete list of MEP, Fire system and security system assets list with their Manufacturer/ supplier details.

Desirous companies may visit the site for ascertaining the details.

5. PPM frequency for all MEP equipment is Quarterly? and Fire system is monthly or quarterly ? please confirm.

Programme of routine and preventive maintenance during the tenure of AMC shall comply with minimum requirements as Daily, Weekly, Fortnightly, Monthly, Bi-monthly, Quarterly, Half Yearly and Annually.

6. Does UPS & Generator is under our scope? If yes then please provide equipment list details.

Yes, the UPS and Generator is under the scope of work. Desirous companies may visit the site to ascertain the required details.

7. Does Fuel for Generator is under client scope of work.

Yes, the cost of fuel will be borne by the Embassy.

8. Fire Fighting and Fire Alarm system complete layout and quantities include manufacturer details we required.

Desirous companies may visit the site to ascertain the required details.

9. Please clarify, Lifts required comprehensive or non-comprehensive maintenance. Any third-party inspection needs to cover under our scope. If yes then how many times in a year. Is any preferred third party contractor.

Service/labour charges will be borne by the maintenance company. Cost of spare parts will be borne by the Embassy on prior approval basis.

10. Access control equipment / infrastructure : we need full assets details, with their brand and local supplier details along with maintenance frequency for visit.

Desirous companies may visit the site to ascertain the required details.

11. Security passes do we need to pay any fees to the Embassy.

No, there is no fee for security passes. However, prior permission is required.

12. During holidays / off working hours/ events (after office hours) if required maintenance crew to be stationed do we charge separate overtime?

The technician will be needed during holidays/off working hours in emergency/occasional basis. No overtime will be paid for the duty.

13. Does Embassy have any maintenance software to maintain the property or do we need to provide?

No, at present Embassy does not have any maintenance software.

14. Monthly Payment will be made within how many days.

The bills will be settled within 2 months.

15. Do we need to submit bid by email of sealed envelope?

The bidding companies may submit their bids physically at the Embassy in two sealed envelopes (i.e., technical bid and financial bid separately in two different sealed envelopes)