

**PROPOSAL FOR**

**TWO-YEAR ANNUAL MAINTENANCE CONTRACT**

**Mechanical Control and Ventilation System**

**KATARA TWIN TOWERS**

Raffles & Fairmont Doha

**Reference: QREF-019-2026**

<b>TO:</b>	M/s Katara Hospitality (Raffles & Fairmont Doha)
<b>ATTENTION:</b>	Mr. Mohammed Rameez
<b>SITE:</b>	Katara Towers – Raffles & Fairmont Doha
<b>DATE:</b>	25 January 2026
<b>SUBJECT:</b>	<b>AMC Mechanical Ventilation Units Maintenance - Raffles &amp; Fairmont (2-Year Contract)</b>

Dear Sir,

We are pleased to submit our comprehensive proposal for the Two-Year Annual Preventive and Corrective Maintenance Services, including Testing, Adjusting & Balancing (TAB), for the mechanical control and ventilation systems at Katara Twin Towers. This proposal addresses all requirements outlined in your January 2026 tender document and incorporates the enhanced KPI monitoring and performance management framework.

## 1. INTRODUCTION

### 1.1. Company Profile

MES (Metri Engineering Services W.L.L) is a specialized HVAC maintenance and Testing, Adjusting & Balancing (TAB) provider with extensive experience serving premium hospitality and mixed-use facilities in Qatar. Our team consists of qualified HVAC engineers and skilled technicians who have commissioned and maintained complex ventilation systems in high-end properties throughout Qatar, including projects for QatarEnergy, Qatar Airways, and other prestigious clients.

### 1.2. Project Background

Katara Twin Towers, managed by Accor under the Raffles & Fairmont brands, represents one of Qatar's premier ultra-luxury hospitality destinations. The mechanical control and ventilation systems are critical to maintaining the exceptional guest experience, safety standards, and operational excellence expected at this facility. This two-year AMC will ensure continuous, reliable operation of over 350 fans and approximately 1,500 fire dampers through comprehensive preventive maintenance, rapid corrective response, and systematic performance monitoring.

### 1.3. Our Commitment

MES commits to delivering:

- Zero-failure operational objectives through systematic preventive maintenance
- Compliance with all QCDD, NFPA, and manufacturer standards
- 2-hour response time for corrective maintenance
- 90-minute emergency response guarantee
- Comprehensive documentation with before/after photographic evidence

## 2. DETAILED SCOPE OF WORK

### 2.1. Preventive Maintenance (PM)

Comprehensive scheduled maintenance activities conducted per manufacturers' recommendations, QCDD codes, and NFPA standards:

- Visual inspections of all mechanical and electrical components
- Cleaning of fan blades, motors, housings, and ductwork connections
- Lubrication of bearings and moving parts as per manufacturer schedules
- Belt tension checks, adjustments, and replacements (consumable)
- Tightening of electrical and mechanical connections
- Motor current and voltage measurements
- VFD parameter verification and performance checks
- Control panel inspections and functionality testing
- Operational tests for all fans under normal and emergency modes
- Preparation of detailed checklists and photographic documentation

### 2.2. Corrective Maintenance (CM)

On-demand repairs and troubleshooting to address system faults or breakdowns:

- Full responsibility for analyzing and diagnosing system malfunctions
- Prompt response within 2 hours for standard issues, 90 minutes for emergencies
- Deployment of qualified technicians with expertise in ventilation systems
- Air balancing, testing, and commissioning when required for troubleshooting
- Collaboration with operator to obtain required spare parts (provided by client)
- No additional charges for corrective labor – all CM labor included in AMC
- Detailed incident reports within 4 hours of service restoration

### 2.3. Testing, Adjusting & Balancing (TAB)

Professional TAB services conducted per NEBB standards:

- Baseline TAB measurements at contract commencement
- Airflow verification and adjustment for optimal performance

- Static pressure measurements and corrections
- Periodic rechecks for critical systems (stair/lobby pressurization, smoke extraction)
- Comprehensive TAB reports highlighting deficiencies and recommendations

## **2.4. Fire Damper Inspection**

Systematic inspection of approximately 1,500 fire dampers:

- Visual inspections for physical damage, corrosion, or obstruction
- Functional testing of damper operation and closure mechanisms
- Fusible link inspections and replacements (consumable)
- Monthly inspection batches to systematically cover all dampers throughout the year
- QCDD-compliant documentation and deficiency reporting

## **2.5. QCDD Inspection Support**

Unlimited QCDD inspection support included in the contract:

- Technical support during QCDD site inspections
- Documentation preparation and submission assistance
- Coordination with QCDD inspectors as required
- No limitation on number of inspection support visits

### 3. EQUIPMENT SCHEDULE

The following equipment is included in the scope of this Annual Maintenance Contract:

Fan Type	Quantity
Jet Fans	178
Stair Pressurization Fans	28
Lobby Pressurization Fans	8
Smoke Extraction Fans	20
Fresh Air Fans	20
Exhaust Fans	99
Parking Extraction Fans	24
Parking Fresh Air Fans	20
<b>TOTAL FANS</b>	<b>397</b>
<b>Fire Dampers</b>	<b>1,500</b>

## **4. OUR APPROACH & METHODOLOGY**

### **4.1. Mobilization & Planning (Weeks 1-2)**

- Initial site surveys to confirm fan/damper quantities and access requirements
- Finalize 52-week maintenance schedule aligned with manufacturer recommendations
- Prepare and submit method statements, SOPs, and risk assessments for DOE approval
- Establish communication procedures and emergency contact protocols
- Conduct kick-off meeting to align expectations and reporting formats
- Provide list of recommended critical spare parts for client procurement

### **4.2. Preventive Maintenance Implementation (Year 1 & Year 2)**

Monthly scheduled visits by qualified technicians to perform PPM activities:

- 12 planned PPM visits per year (1 visit per month) for systematic coverage
- Equipment inspection batches distributed throughout the year to minimize operational impact
- Detailed checklists based on manufacturer O&M manuals and QCDD requirements
- Before and after photographic documentation for each equipment serviced
- Field reports submitted immediately after each PPM activity
- Comprehensive PPM reports with findings submitted within 2 working days

### **4.3. Testing, Adjusting & Balancing**

- Baseline TAB conducted at contract commencement to establish performance benchmarks
- Periodic rechecks for critical systems (pressurization, smoke extraction) throughout contract
- Fire damper inspections conducted monthly in manageable batches
- All TAB work conducted per NEBB standards with calibrated instruments

#### 4.4. Corrective Maintenance & Emergency Response

- On-call team available 24/7 for urgent breakdowns
- Standard corrective maintenance: 2-hour maximum response time
- Emergency calls: 90-minute maximum response time
- Swift restoration of service to minimize downtime and maintain business continuity
- Incident reports provided within 4 hours of service restoration
- Collaboration with operator to obtain major replacement parts (provided by client)

#### 4.5. Documentation & Reporting

Comprehensive documentation system to ensure transparency and accountability:

- 52-week maintenance planner with defined manpower allocation
- Standard Operating Procedures (SOPs) for all maintenance activities
- Method statements for permit-to-work compliance
- Risk assessments for all work activities
- PPM and CM procedures aligned with client requirements
- Field reports immediately after PPM completion
- Detailed PPM reports with checklists within 2 working days
- Before/after photographs for all equipment serviced
- Corrective maintenance documentation and recommendations
- Annual summary reports at year-end with performance analysis and recommendations

#### 4.6. Monthly Meetings & KPI Review

- Monthly coordination meetings with Director of Engineering (DOE)
- KPI performance review and findings discussion
- Identification of improvement opportunities and preventive actions
- Coordination of upcoming activities and access requirements



## 5. KEY PERFORMANCE INDICATORS & PERFORMANCE MANAGEMENT

MES fully commits to achieving and maintaining a minimum 90% overall KPI score as required by the contract. We understand that scores below 90% will result in a 10% deduction from the invoice value. Our systematic approach ensures consistent compliance with all performance metrics.

### 5.1. KPI Framework

The following KPI framework will be measured and reported monthly:

No.	Key Performance Indicator	Weight	Measurement	Our Compliance Strategy
1	Conformance to PPM Schedule	30%	Planned vs Actual execution	52-week planner with buffer weeks, proactive rescheduling coordination
2	Conformance to CM SLA Timings	25%	SLA timing vs Actual response	24/7 on-call team, GPS tracking, response time logging system
3	Conformance to O&M Manual	20%	PPM checklist compliance verification	Detailed checklists per O&M manual, supervisor verification, photographic evidence
4	Conformance to Tools & Equipment	5%	Availability of required tools	Complete tool inventory, calibrated instruments, regular tool audits
5	Conformance to Reporting Standards	10%	Report quality & timeliness	Field reports immediately, PPM reports within 2 days, before/after photos
6	Conformance to Health & Safety	5%	PPE, uniforms, work permits	Full PPE compliance, branded uniforms, approved work permits for all activities
	<b>TOTAL</b>	<b>100%</b>		<b>Target: &gt;90% Monthly</b>

### 5.2. Reliability Metrics

In addition to the primary KPIs, where possible and when needed we will track and report:

- MTBF (Mean Time Between Failures): To measure system reliability and effectiveness of preventive maintenance
- MTTR (Mean Time To Repair): To assess our responsiveness in resolving issues
- Equipment Uptime Percentage: To demonstrate system availability and minimal downtime

### 5.3. Performance Guarantee

MES guarantees to maintain a high overall KPI score each month. Our robust quality management system and experienced team ensure consistent high-level performance.

## 6. PRICING

### 6.1. Two-Year Contract Pricing

Description	Amount (QAR)
Monthly Charge (All-Inclusive)	47,250
Annual Contract Value	567,000
<b>TOTAL TWO-YEAR CONTRACT VALUE</b>	<b>1,134,000</b>

**Note: This pricing covers the complete two-year contract period (24 months) and includes all services outlined in the scope of work. Pricing excludes major spare parts which will be provided by the client as per contract terms.**

### 6.2. What's Included in the Price

- Labor & Supervision for all PM, CM, and TAB activities
- Basic Consumables (lubricants, cleaning agents, minor fasteners, belts, fusible links)
- All Required Tools & Calibrated Instruments (flow hoods, anemometers, manometers, multimeters, etc.)
- Comprehensive Reporting & Documentation (field reports, PPM reports, TAB reports, photographs)
- Monthly Coordination Meetings with DOE
- Unlimited QCDD Inspection Support
- 24/7 Emergency Response Availability
- Complete KPI Tracking & Performance Reporting
- PPE, Uniforms, and Safety Equipment for all technicians

### 6.3. Exclusions

- Major Spare Parts: Motors, VFDs, large bearings, control panels, and other capital components (provided by client)
- System Modifications/Upgrades: Any design changes or substantial refurbishment outside standard AMC scope
- Major Access Equipment: Scissor lifts or man-lifts if required (furnished by client)
- Force Majeure Damages: Damage due to vandalism, misuse, natural disasters, or acts beyond our control
- Taxes & Duties: Any import duties or taxes if applicable

## 7. PROJECT SCHEDULE & IMPLEMENTATION TIMELINE

Phase	Activities
<b>Week 0</b>	Contract Award & Kick-Off: Receipt of PO/signed agreement, document exchange
<b>Weeks 1-2</b>	Mobilization: Site induction, baseline inspections, schedule finalization, documentation submission (52-week planner, SOPs, method statements, risk assessments)
<b>Year 1</b>	Ongoing Maintenance: 12 monthly PPM visits, systematic fire damper inspections, baseline TAB, on-call corrective maintenance, monthly KPI meetings
<b>Year 1 End</b>	Year 1 Review: Comprehensive annual performance report, MTBF/MTTR analysis, system improvement recommendations
<b>Year 2</b>	Ongoing Maintenance: Continued 12 monthly PPM visits, fire damper inspections, TAB rechecks, corrective maintenance, monthly KPI meetings
<b>Year 2 End</b>	Final Review & Closeout: Two-year summary report, recommendations for contract renewal, handover documentation, completion certificate

## **8. PAYMENT TERMS**

- **Payment Frequency: Monthly**
- **Monthly Invoice Amount: 47,250 QAR**
- Invoices submitted based on the contract schedule after completion of monthly activities
- **Payment Due: Within 30 days of invoice issuance, unless otherwise specified**

## **9. HEALTH, SAFETY & QUALITY ASSURANCE**

### **9.1. Safety Compliance**

- All technicians will wear complete PPE (helmets, safety shoes, gloves, safety glasses) at all times
- Branded MES uniforms will be worn by all personnel for professional appearance
- All work will be performed only after obtaining approved work permits
- Method statements and risk assessments will be submitted for all activities
- Safety induction and site-specific training for all personnel
- Compliance with all hotel safety protocols and emergency procedures

### **9.2. Quality Management**

- Supervisor verification of all completed work before sign-off
- Photographic documentation (before/after) for quality assurance
- Regular internal audits to ensure compliance with standards
- Continuous improvement programs based on KPI feedback
- ISO-aligned quality management processes

### **9.3. Personnel Qualifications**

- All technicians trained and experienced in HVAC maintenance
- Trained technicians for TAB activities
- Valid QID and medical certificates for all personnel
- Dedicated team assigned to Katara Towers for continuity

## **10. TERMS & CONDITIONS**

### **10.1. Proposal Validity**

This proposal is valid for 60 days from the date of issuance.

### **10.2. Contract Duration**

The contract period is 24 months (2 years) from the date of contract award and mobilization completion.

### **10.3. Performance Guarantee**

MES commits to maintaining a high monthly KPI score.

### **10.4. Scope Variations**

Any changes or additions to the scope of work will be handled through separate purchase orders with mutually agreed pricing.

### **10.5. Insurance & Liability**

MES maintains workmen compensation policy covering all workers. Insurance certificates will be provided upon request. Any other Contractor All Risk or liability insurance policies were not considered.

### **10.6. Termination**

Either party may terminate this contract with 60 days written notice, subject to settlement of all outstanding obligations.

## 11. CONCLUSION & NEXT STEPS

We appreciate the opportunity to submit this comprehensive proposal for the two-year Annual Maintenance Contract of mechanical control and ventilation systems at Katara Twin Towers. MES is fully committed to delivering exceptional service quality, maintaining safety excellence, and ensuring the continuous, reliable operation of your critical ventilation infrastructure.

Our proven track record with prestigious clients, combined with our specialized expertise in hospitality facilities, makes us the ideal partner for this important contract. We are prepared to mobilize immediately upon contract award and begin delivering value from day one.

We look forward to the opportunity to serve Katara Hospitality and contribute to the continued success of Raffles & Fairmont Doha.

Should you have any questions or require clarifications, please feel free to contact us.

Sincerely,

### **METRI ENGINEERING SERVICES W.L.L**

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