

METRI ENGINEERING SERVICES W.L.L

مترى للخدمات الهندسية ذ.م.م

M/s Ismail Bin Ali Trading Contracting and Transportation Company W.L.L (IBA) Kind Attn: Mr. Awais Nadeem Procurement officer Mobile: +974 50992033 E-Mail: awais@iba.com.qa	QREF 29/10/2025-23 Subject: Proposal for Annual Maintenance Contract Location: 163 - Lusail R26 (3B+G+9)
DATE : 29-10-2025	Email: mes@mes.qa

Dear Sir,

With reference to your inquiry regarding the above-mentioned project, we are pleased to submit our proposal for the **Maintenance Contract** covering the schedule of ACMV equipment:

The accompanying terms and conditions form an integral part of this offer and define the scope of services to be provided under this contract.

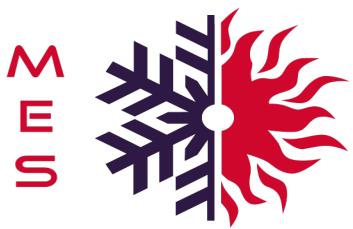
We trust that our proposal meets your expectations and requirements, and we look forward to the opportunity to work with you. Should you require any clarification or modification to better suit your needs, please do not hesitate to contact us.

We sincerely appreciate your consideration and look forward to receiving your valued order.

METRI ENGINEERING SERVICES W.L.L

Eng. Fayed Metri (55572793)





I) SCOPE OF WORK

The objective of this **Maintenance Contract** is not merely to perform repairs but to ensure the **optimal performance, reliability, and efficiency** of all refrigeration systems under our care.

Our philosophy focuses on **preventive maintenance** — addressing the root causes of potential issues rather than implementing short-term or repetitive fixes. This proactive approach minimizes unexpected breakdowns, reduces energy consumption, and extends the lifespan of your equipment. We will provide planned preventive maintenance program to maintain the performance of all ACMV equipment under this contract cover. The plan will cover Preventive Maintenance only. It will NOT include operation of the system or operator at site.

Service Frequency:

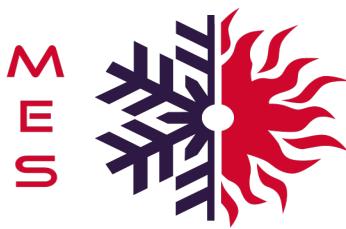
Our qualified technicians will perform **four (4) preventive maintenance visits annually — one every three (3) months** — for all refrigeration systems listed under this contract. In addition, **on-call service support** will be available upon request to address any operational concerns promptly.

During each visit, our technicians will complete a detailed **Service Log Sheet**, documenting plant operating conditions, system performance, and any corrective measures taken.

II) QUARTERLY INSPECTION TASKS

Each scheduled preventive maintenance visit will include a thorough inspection and testing of the following parameters to ensure reliable system operation:

- General system verification and performance checks
- General servicing of all ACMV equipment as detailed in the attached schedule of equipment.
- Cleaning of air filters
- Coil cleaning
- Strainer & U-Trap cleaning
- Drain Line cleaning
- Checking and changing belt when needed, pulley adjuster.
- Checking oil and grease all fan motors.
- Others to make the system working in good condition.
- temperature checks
- High/low-pressure safety switch cut-out points
- Verification of control station operation
- Inspection of solenoid and regulating valves
- Functionality of safety and protection devices (cooling, electrical, etc.)
- Contactors— inspection and cleaning if required
- FCU coil inspection and cleaning if required
- Electrical connection integrity and tightening
- FCU mounting and support inspection for vibration or loosening
- Evaluation of system superheat, sub-cooling, and ambient temperature
- Inspection of water piping system condition and flow
- Measurement of inlet/outlet pressure and temperature for water-cooled condensers and heat exchangers



III) RECOMMENDED SPARE PARTS

In the event that defective components are identified, **MES Qatar** will promptly notify the Client and recommend the necessary precautions and corrective actions.

A **Recommended Spare Parts List** will be provided to ensure that critical components are readily available on-site, thereby minimizing downtime and ensuring continuous operation of the refrigeration systems.

SPARE PARTS LIST

As part of this Maintenance Contract, **MES Qatar** will provide a **comprehensive Recommended Spare Parts List** to be procured by the Client and maintained in their store for immediate availability. This ensures minimal downtime and uninterrupted operation in the event of component failure.

The spare parts list will include, but not be limited to, the following essential items:

- Contactors
- Belts
- Filter Driers
- Electronic Expansion Valves
- Solenoid Valves
- Compressor Oil
- Pressure Switches
- Fan Motors (Evaporator and Condenser)
- Defrost Heaters
- Drain Pan Heaters
- Crankcase Heaters
- Valve Plates with Gaskets
- Gasket Kits
- Compressors
- Digital Thermometers
- Temperature Sensors
- Thermostats
- Heater Banks
- Oil Pressure Switches
- And other related refrigeration components

A **detailed spare parts schedule**, including part numbers, model compatibility, and manufacturer references, will be provided to the Client at a later stage for procurement and storage purposes.

Please note that this **Maintenance Contract does not include the supply, replacement, or cost of spare parts**. All defective or replacement components required during maintenance works will be **quoted separately** and subject to Client approval prior to replacement.



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IV) EQUIPMENT SCHEDULES

The attached schedule of equipment is covered under the proposed **Maintenance Contract**:



5) DURATION OF CONTRACT

Contract Period:

The contract shall be valid for a period of **one (1) year**, commencing on **01/11/2025** and ending on **31/10/2026**.

Renewal of Contract:

The renewal of this agreement upon its expiry shall be effected through a **written notice** from one party to the other, delivered via registered mail, fax, or other certified means **at least three (3) months prior** to the termination date.

If no written notice for renewal or termination is submitted within the specified period, the contract shall be **automatically renewed** for a similar term under the same terms and conditions, subject to the **consent of both parties**.

Upon renewal, the **Client (Second Party)** shall issue **post-dated cheques** covering the full contract duration for the renewed period.

Early Termination:

If the Client wishes to terminate the contract before its expiration date, a **written notice** must be provided to **MES Qatar** at least **one (1) month in advance** via registered mail or fax with certified delivery.

Failure to provide such notice will oblige the Client to **compensate MES Qatar** with an amount equivalent to **one month's contract value**, representing lost revenue for the remaining duration of the agreement.

6) GENERAL TERMS AND CONDITIONS

• Force Majeure:

MES Qatar shall not be held liable for any loss, delay, injury, or damage resulting from circumstances beyond its control, including but not limited to acts of God, force majeure events, war, terrorism, civil unrest, government actions, fire, theft, corrosion, flood, freeze-ups, strikes, riots, explosions, transportation delays, or malicious acts. Under no circumstances shall MES Qatar be liable for consequential, business interruption, or speculative damages.

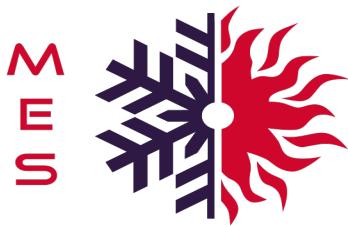
• Compliance and Safety Requirements:

MES Qatar shall not be obligated to perform additional safety tests, install new devices, or modify existing systems to comply with new regulations, directives, or insurance requirements, unless specifically agreed upon.

For instance, MES Qatar shall not bear the cost of oil changes, acidity tests, or filter replacements resulting from normal compressor operation.

• Client's Responsibility:

The Client or designated operator shall comply with all **applicable Qatari laws and international refrigeration standards** and follow MES Qatar's supervisory instructions to prevent damage due to negligence.



- **Liability Limitation:**

MES Qatar shall not be liable for failure to perform its obligations when such failure arises from **accident, misuse, power fluctuation, fire, flood, or other adverse conditions** affecting the equipment. MES Qatar's liability is limited strictly to the scope of services agreed upon and excludes any indirect or consequential loss.

- **Unauthorized Repairs:**

The Client shall not allow unauthorized personnel or third parties to carry out repairs or modifications. Should such unauthorized work result in additional servicing requirements by MES Qatar, the Client shall bear the full cost.

Moreover, **any unauthorized repair during the warranty period will void the warranty.**

- **Ownership of Replaced Parts:**

All defective or replaced parts removed during service shall become the **property of MES Qatar.**

- **Contract Value Adjustment:**

Contract fees for subsequent years may be **adjusted based on labor cost variations** as per Qatari Labor Law or relevant authority revisions.

If an agreement on the revised rate cannot be reached within thirty (30) days of the contract anniversary, MES Qatar reserves the right to **terminate the agreement.**

- **Equipment Condition at Contract Start:**

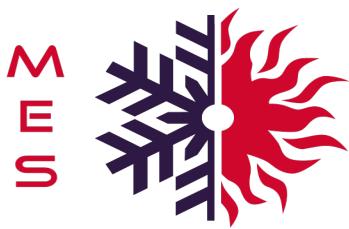
This contract presumes all equipment is in **good working condition** at commencement.

Any defective units identified during initial inspection will be reported with a written estimate.

If repairs are not approved within **30 days**, the equipment will be **excluded from the contract**, and the total value adjusted accordingly.

- **Governing Law:**

This agreement shall be governed and construed in accordance with the **laws of the State of Qatar.**



7) RESPONSIBILITY MATRIX

Item	Description	Client	MES Qatar
1. Site Facilities and Utilities			
1.01	Builders' works	X	
1.02	Welfare facilities (mess hall, toilets, etc.)	X	
1.03	Temporary power (in case of main power failure)	X	
1.04	Water supply	X	
1.05	Food, accommodation & transport for subcontractor staff/labour		X
1.06	Provision of laydown area & site security	X	
1.07	Temporary lighting for repair works (if existing lighting is non-functional)	X	
2. Equipment, Tools & Scaffolding (If Required)			
2.01	Scissor lift, man lift, forklift, scaffolding, etc.	X	
2.02	Installation devices and tools		X
3. Insurances			
3.01	Workmen's insurance		X
3.02	Other necessary insurances	X	

8) EXCLUSIONS

The following items and services are **excluded** from the scope of this contract:

- Chilled water piping work (like leak repair), major chilled water pipe insulation/cladding work, and any duct or duct insulation work, Motors Overhauling work, CHW Pump Alignment.
- Specific Motor Work: Rewinding or changing the bearings of any motors are not covered by this contract.
- Belts for FAHU and AHUs, and relays, VFDs.
- Main electrical cable/control panels and isolator.
- Incoming electrical supply, transformers, fuses, and distribution boards
- Shelving, racking systems, and trolleys
- Provision of water and electricity on-site
- Drain piping for defrost water outside the room
- Rolling shutter doors
- Special concrete and epoxy finishing
- Structural steel supports
- All civil works and related structural supports
- Scaffolding, cranes, or lifting equipment (man lift, forklift, etc.)
- BMS (Building Management System) connection, programming, or access control
- Fire alarm, firefighting, lighting, plumbing, ventilation, and exhaust systems
- Thermal insulation, waterproofing, acoustic materials, and moisture protection
- Door glass, windows, magnetic latches, dock shelters, and levelers
- Security, CCTV, and communication systems
- Humidifiers, textile duct cleaning, and roof/wall cladding
- Finishes, external works, and other builder's work related to refrigeration installation
- Government or third-party inspection fees, translation charges, or insurance claims.



22. Spare parts, refrigerant, refrigerant oil, nitrogen, and other consumables
23. Any other item not explicitly stated in this offer or related to mechanical/electrical modifications outside original design scope

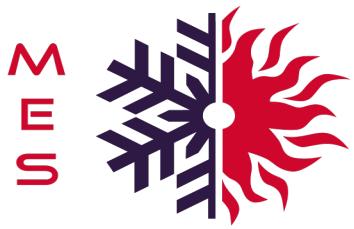
9) CLIENT RESPONSIBILITIES (IF REQUIRED)

- The Client shall ensure the **presence of at least one maintenance representative** during each service or breakdown visit to witness the work and **sign the service log sheets**.
- Failure to obtain the Client's signature on the log sheet **shall not delay or affect payment** to MES Qatar.
- The Client shall also provide **safe access, power, and utilities** necessary for maintenance execution.

10) SITE FACILITIES

The following site facilities and provisions are to be made available during the execution of maintenance and service activities:

Description		Responsibility
1. Electricity		
a. Single-phase supply from temporary distribution boards located at various points		By Client
b. Adequate lighting for maintenance and inspection areas		By Client
2. Water	Water supply required for cleaning, testing, and general service use	By Client
3. Storage		
a. Allocation of secure and covered storage space for tools, consumables, and spare parts		By Client
b. Responsibility for the safety and security of stored materials		By Client
4. Rubbish Control		
a. Collection and accumulation of waste materials at designated locations		By Client
b. Final disposal of waste and debris		By Client
5. Lifting Equipment	Provision of lifting and access equipment such as scissor lifts, man lifts, and forklifts	By Client
6. Security		
a. Security arrangements at the main site entrance		By Client
b. Security for subcontractor materials and equipment		By Client

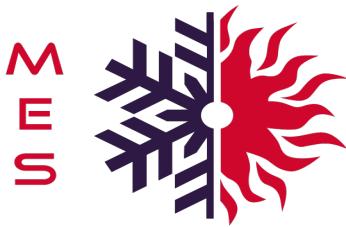


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Project Name: 163 - Lusail R26 (3B+G+9)

Location: Lusail, Qatar.

COMMERCIAL OFFER



QUOTATION

1) CONTRACT PRICES

The total maintenance contract value for the refrigeration systems described herein is structured as follows:

- **Quarterly Payment:** QAR 45,000 (every 3 months)
- **Annual Total:** QAR 180,000 (for one year)

This amount covers all scheduled **quarterly preventive maintenance inspections** for all the ACMV equipment listed in the scope of work.

Service on Request (Call-Out Services):

For any additional service requirements beyond the scheduled visits, the following rates shall apply:

Service Type	Hourly Rate
Normal Working Hours	QAR 200 / hour
Night Time / Fridays / Public Holidays	QAR 275 / hour

Note: The above rates are indicative. For any specific maintenance or repair works, a **separate quotation** will be provided based on the actual scope and requirements.

2) PAYMENT TERMS

- Payments shall be made on a **quarterly basis**, in accordance with the agreed contract value.
- Each quarterly payment is due **upon submission of the corresponding service report and invoice**.
- Prices stated are **exclusive of Value Added Tax (VAT)**, which shall be applied as per the prevailing Qatari tax laws at the time of invoicing.

We trust that the above proposal clearly outlines the scope, terms, and value of our **Maintenance Contract** for your refrigeration systems.

MES Qatar remains fully committed to delivering **reliable, efficient, and professional services**, ensuring the optimal performance and longevity of your equipment.

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