

Instruction to Tenderers

All Tenderers shall abide by the following Terms and Conditions to participate in RFX process of Dubai Asset Management.

1. Information on Dubai Asset Management

- Dubai Asset Management is the residential asset management vertical of Dubai Holding. It is focused on long-term value creation through development, acquisition and management of a diverse portfolio of residential real estate assets for rent.
- Since its inception 12 years ago as part of Dubai Properties, it has been a trusted partner in providing secure and reliable rental homes since 2006.
- Dubai Asset Management serves both individuals and corporates through its portfolio comprising 25,000 residential units across 10 communities. It provides a spectrum of housing, from studio apartments to luxury Villas, to over 100,000 people.
- Its assets include value housing at Al Khail Gate, family-friendly communities at Ghorroob, Shorooq and Remraam, upscale living at Layan and Dubai Wharf, and convenient staff housing at Rahaba, Nuzul, and Al Quoz.
- Dubai Asset Management's prime land bank, as well as residential development and community management expertise positions the organization as an accommodation partner of choice for delivering customized housing solutions to corporates.
- Dubai Asset Management is committed to the delivery of consistent customer service through its end-to-end operations, from asset inception and development to leasing and property management, and customer care services.

2. General Confidentiality Statement

- All information contained in the RFX and any additional information received during the RFX process is confidential and proprietary to DubaiAM. Reproduction, disclosure or use of any information contained in this RFX by any means, in whole or in part, for any reason other than for the purpose of responding to the RFX, is strictly prohibited.
- To ensure the confidentiality of all information included in the response to the RFX, Tenderers should indicate the word 'Confidential' in standard text on each page.

- DubaiAM is not obliged to discuss or explain the reasons for acceptance or rejection of any offer included in the response to this RFX.
- If required, tenderers will be required to sign a Non-Disclosure Agreement (NDA) before additional information on the RFX is issued.

3. Instructions for Submissions

- The formal response to RFX must be uploaded through DubaiAM's online portal only. Please contact concerned Buyer for online credentials (username and password).
- Where applicable, Bid Compliance Sheet submitted as annexure to RFX must be completed, signed, stamped and attached with the submissions.
- Tenderers may be required to participate in technical clarification session(s) and/or site visit(s) where necessary.
- Every submission must include 2 separate signed and stamped set of documents, Priced/Commercial and Un-Priced/Technical proposals. Where required, tenderers may be asked to submit editable versions of the documents.
- Please note that technical submissions must be submitted under RFX's technical section. Kindly ensure that no commercial details are referred to in this document(s). Similarly, commercial submissions must be submitted under commercial area.
- The currency of the Contract shall be the AED (Emirati Dirham).
- The quoted price shall be valid during the whole of the execution of the works. No compensation shall be made due to currency fluctuations or inflation.
- All correspondence in connection with this contract shall be in English language.
- No alteration shall be made in any of the documents issued at any time. If any alteration is detected, the Tender will be rejected.
- All exceptions to Cost, Scope or Terms must be clearly identified and highlighted in a separate annexure to the bid document.

4. Requests of Clarifications or Any Other Queries

- Should the tenderer require any clarification, explanation or interpretation of any part of the RFX or of the Services to be provided, a request must be addressed via email to the concerned Buyer or personnel identified in RFX document. Any correspondence issued in relation to the RFX to a non-designated personnel may subject the bid to disqualification.
- Kindly note that requests submitted three days prior to the deadline may not be entertained.

5. Tender Validity Period

- Unless otherwise stated in the Priced/Commercial proposal, all tenders will be understood to be valid for a period of 90 days from the submission date.

6. Acceptance

- The lowest commercial bid will not be subject to automatic acceptance by DubaiAM.
- DubaiAM reserves the right to reject or disqualify without providing any justification or clarification to the tenderers.

7. Tender Evaluation

- DubaiAM will evaluate every bid based on predefined technical and commercial evaluation criteria. The weightage for the criteria is defined at sole discretion of the personnel evaluating the bids. The information on weightage may not be requested at any time before, during or after the sourcing process.
- Bidders however can request for DubaiAM to share technical criteria only if this information will assist bidders to submit a more relevant and accurate bid. For information purposes only, the criteria may include, but not limited to:
 - Accuracy, completeness and relevance of Submission
 - Total Cost
 - Payment Plan
 - Payment Term
 - Delivery Period / Project Timeline
 - Methodology

8. E-Auction

- DubaiAM shall subject every RFX to online E-Auction. When required, tenderers will be advised to participate in E-Auctions.

9. Cost to Bid

- All costs in relation with preparation and submission of bid, arrangements for site visits, etc., must be borne by the Tenderer.

10. Joint Bid and Execution

- Unless otherwise clearly stated in the Bid documents, joint bidding and execution of Works is not expected.

11. Performance Guarantee

- It is not DubaiAM's general policy to accept security checks (undated or post-dated). All tenderers are required to provide an Advance Payment Bank Guarantee (APBG) for advance payments and Performance Bond (PB) for performance guarantee by approved financial institutions based within the UAE.
- The terms of the APBG and PB shall be subject to approval by DubaiAM.

12. Intention to Bid

- A notification (such as an email correspondence, DubaiAM's ERP system based notification or a formal memo) must accompany Tenderer's intentions to participate for the tender. DubaiAM requests tenderers to issue a regret letter or an email notification should the tenderer decide not to participate.

Any submissions submitted that do not conform to these Instructions may be rejected.