



PROJACS INTERNATIONAL
FACILITY MANAGEMENT UNIT

CAPABILITIES & SERVICES

Executive Summary

PROJACS provides a wide spectrum of services throughout the facility life cycle starting from the concept phase through the design phase and continuing to the operation phase. Our spectrum of services adds value to the facility by ensuring the following:

- The provision of relevant experience and knowledge in the design review process.
- Contribute effectively and efficiently to the operation of the project.
- Defining service cost models and a budget for the project.
- Creating operational plans, strategies & specifications
- Setting performance standards through measurable SLA's & KPI's
- Managing procurement services

It is our objective to reach the optimum operation level for the facility. This can be achieved by defining the following objectives:

- Providing measurable parameters for efficient and effective services
- Meeting the client's and end users expectations
- Reducing cost and operation expenses
- Providing pool of expertise and specialist knowledge
- Enhancing Quality
- Ensuring compliance with Health, Safety & Environmental standards

Life Cycle Services

The following diagram demonstrates in general the life cycle services:



PROJACS are capable to provide the following services:

- Facility Strategy Review
- FM Operational Strategies
- Design Reviews
- Service Charge Cost Models
- Life Cycle Cost Model
- FM Operational Specifications
- FM Procurement
- Handover Process
- Management & Operational Audit

The spectrum of services can be illustrated as per the following figure:



Range of Services

The following paragraphs illustrate the range of services that we are capable to deliver throughout the project life cycle:

1. Facility Strategy Review

The facility strategy review includes the following services:

- Operation Management
- Access and Security
- Circulation area
- Costing and Budgeting
- Asset Management
- Maintenance strategy
- Cleaning and Janitorial
- Landscaping
- Waste Management
- Utility Management
- Energy Management
- Technology

2. FM Operation Review

The facility operation review includes the following services to:

- Efficient operation
- Best practice
- Benchmarking
- Risk assessment
- Health & Safety Policy
- Quality Standards
- Environmental standards
- Maintenance strategies and Plans
- Sustainable operation

3. FM Design Review

The design review includes the following services:

- Operability & Maintainability
- Sustainability & Compliance with Local Authority Requirements
- Efficient Facility Operation
- Air Quality
- Electrical / Cooling Load
- Energy Management
- Plant Room & Services Area
- Control Systems
- Access & Circulation
- Future Expansion
- Life Cycle Costing
- Insulation and Heat Transfer
- Standby / Duplication
- Maintenance Regime

4. Service Charge Modeling

To identify clearly the service charge structure in order to reach reasonable and affordable service charge. The approach will depend on the size and type of the facility. Utilities are the major component of the service charge and represent about 50% of the total cost. The process approach will include the following:

- Identify Areas of Services and the Related Cost
- Life Cycle Costing
- Calculations & Benchmarks

5. Life Cycle Cost Modeling

The life cycle cost model includes the following services:

- Structure Service Charge
- Life Cycle Costing
- Service Charge Calculations & Benchmarks
- Operation Budget

6. FM Operation Specifications

The FM operation modeling includes the following services:

- Scope of services
- Operation Specifications
- Structure of pricing
- Service Level Agreements (SLA's) & Key Performance Indicators (KPI's)
- Performance Management
- Benchmarking

7. FM Procurement

The FM procurement includes the following services but not limited to:

- Prequalification of FM services providers
- Form of Contract
- Pricing Schedules
- Evaluation Criteria
- Bid Evaluation, Scoring and Recommendation
- Bidders Q&A's
- Contract Negotiation

8. Handover Process

The Handover process includes the following services:

- Review Building Acceptance & Completion Certificate
- O&M Review and Reporting
- Witness Testing and Commissioning
- Asset Register Review and Reporting
- Warranty Management
- Handover Procedures
- Prepare Owner's Manual
- Prepare Fit-Out Manual

9. Management & Operational Audits

The management and operational audits includes the following services:

- Conducting Operational Audits and Management Reviews measured against SLA's & KPI's
- Ensure Compliance with Law and Regulations
- Ensure Proper Communication
- Manage FM Contractors/service providers
- Ensure Health & Safety
- Ensure Compliance with Environmental Standards
- Evaluate Facility Condition
- Energy Auditing
- Conduct Due Diligence Reports

Overall Objectives

Our aim is to achieve the following overall objectives:

- End users satisfaction
- Efficient communication
- Enhance technology systems
- Improve operation processes
- Longevity of assets
- Transfer of best practice
- Reduce risk exposure
- Reduce cost and operation expenses
- Continuous improvement
- Total quality management
- Healthy & Safe environment
- Mitigate Risks



PROJACS INTERNATIONAL
FACILITY MANAGEMENT UNIT

EXPERIENCE



Ministry of Interior – New Headquarter, Wadi Al Sail, Qatar

Sector of Activity
FM Consultancy
Services

Clients
Ministry of Interior

Year of Completion
December 2015

Type of Projects
Government

Project Description

The new MOI HQ is located in Wadi Al Sail on a plot of 98,418 m². The TBA is 235,303 m². The development will serve as a headquarters of one of the most important ministries of the Government of Qatar. It will consist of a main building and multi-story car parking and other ancillary buildings and external facilities.

Services

Projacs provides the following consultancy services:

- Preparation of FM management plans
- Prepare RFP documents for FM Services
- Prepare Pre-Qualification Documents
- Management of the Tender Process
- Prepare Preliminary Operation Budget
- Witnessing Testing and Commissioning
- Review and advise on Handover Documents



Primary Health Center Corporation (Six Health Centers) - Qatar

Sector of Activity
FM Consultancy
Services

Clients
PHCC

Year of Completion
May 2016

Type of Projects
Health Centers

Project Description

The Primary Health Care Corporation (PHCC) is a governmental medical corporation for public benefit. PHCC is currently expanding and will launch 6 new health centers in Qatar namely: Al Karaana, Leghuwariya, Leabaib, Umm Salal, Al Thumama and Rawdat Al Khail. Covering different parts of the country and capable of providing basic and essential health and medical services.

Services

Projacs provides the following consultancy services:

- Witnessing Testing and Commissioning
- Review and advise on Handover Documents
- Carry out site inspection and snagging
- Review and advise on the Final Acceptance Certificate



Ooredoo FM Hard Services - Qatar

Sector of Activity
FM Consultancy
Services

Clients
Ooredoo

Year of Completion
May 2016

Type of Projects
Telecoms - FM Hard
Services

Project Description

The Ooredoo, previously known as Qatar Telecom (Qtel), is the premiere communications company in Qatar. Ooredoo offers the latest in mobile technology to the entire country, consisting of ultrafast 4G services for mobile internet, Mobile money banking services, a nationwide Ooredoo fiber optic home broadband network, next generation Mozaic TV, and a wide range of small and medium sized business services. This is accomplished through 1,470 equipment sites, offices, and multifunction complexes. Ooredoo has decided to outsource the facilities management for hard services of all of these premises throughout the state of Qatar.

Services

Projacs provides the following consultancy services:

- Prepare RFP documents for FM Services
- Prepare Pre-Qualification Documents
- Manage Tender Process
- Prepare Preliminary Operation Budget
- Manage the FM service provider



TRUST RE Menara Bangkok Bank – KL, Malaysia

Sector of Activity

FM Consultancy
Services

Clients

Trust Re

Year of Completion

June 2016

Type of Projects

Bank and High-end
Apartment

Project Description

The project comprises two (2) towers, the Menara Bangkok Bank tower and High-end apartments. Tower 1 comprises of high end corporate office suites with total of 38 storey and has common facilities in the podium such as car parking, main reception, commercial area, utilities and other facilities. Tower 2, shall comprises of high end apartments. Trust Re purchased one floor in Tower 1 to be used as head office in Malaysia.

Services

Projacs provides the following consultancy services:

- Prepare RFP documents for Fit-out Works
- Manage the Tender Process
- Manage the fit-out works



Al Baraka Banking Group (ABG Tower) - Bahrain

Sector of Activity

FM Consultancy
Services

Clients

Al Baraka Banking
Group

Year of Completion

September 2017

Type of Projects

Bank and Corporate
Offices

Project Description

The New Head Office Building for Al Baraka Banking Group is centrally located in the Bahrain Bay development, which is strategically located in Manama, Bahrain. The building is comprised of two office towers with ground plus mezzanine and 9 office levels. The Gross Floor Area (GFA) is 22,221 m². Additionally there are four basement levels with an approximate GFA of 16,318m² containing parking for 365 cars. The Gross Development Area (GDA) is 38,540 m² for the entire project of total 15 floors. The two towers are joined by a Podium and mezzanine level Plaza, while the upper floors are linked by a bridge way. Above the mezzanine level the building complex is divided in two office towers. Tower A will be for leasing out and tower B will be the headquarters of ABG bank. The Office Tower will comprise of administrative offices for executives, technical employees and administrators. The ground and mezzanine levels consist of retail and e-banking areas, a café, an auditorium and a VIP reception area.

Services

Projacs provides the following consultancy services:

- Prepare RFP documents for FM Services
- Prepare Pre-Qualification Documents
- Manage Tender Process
- Prepare Preliminary Operation Budget
- Prepare the Facility Management Plans
- Manage the FM services providers



Ooredoo Fit Out Project Management - Qatar

Sector of Activity
Project Management
Services

Clients
Ooredoo

Year of Completion
March 2016

Type of Projects
Telecoms – Fit Out
Services

Project Description

The Ooredoo, previously known as Qatar Telecom (Qtel), is the top communication company in Qatar. Ooredoo offers the latest in mobile technology to the entire country, consisting of ultrafast 4G services for mobile internet, Mobile money banking services, a nationwide Ooredoo fiber optic home broadband network, next generation Mozaic TV, and a wide range of small and medium sized business services. Ooredoo requires Project Management Services for fit out project to facilitate the project management for monitoring and controlling the fit out works for Levels 26, 27, Mezzanine levels and Plaza at the Ooredoo Tower Headquarters 1. The fit out works should complement the design strategy and achieve its requirement and statutory regulations of the relevant authorities.

Services

Projacs provides the following consultancy services:

- Manage the fit-out works



MOI – Civil Defence HQ, Traffic Patrol HQ & Police Training Institute - Qatar

Sector of Activity
Facility Management
Consultancy of MOI
Interior Projects

Clients
Ministry Of Interior

Year of Completion
April 2016

Type of Projects
Government

Project Description

- The 3 separate developments include the Qatar Government's Civil Defence Headquarters complex, the Traffic Patrol department's headquarters and the Police Training Institute. The police Training Institute are comprised of 27 buildings on a 10 hectare site. The campus buildings include classrooms, language laboratories, a sports complex, armory, a canteen, residential accommodation for police cadets as well as buildings that house administrative functions and a women's police training facility.
- The Civil Defence HQ is comprised of a 5 storey office and administration building, a club house containing and auditorium and recreational facilities and a cafeteria. Additional facilities in the complex include a main fire station and accommodation for on duty firemen.
- The Traffic Patrol HQ is comprised of 3 levels. Basement parking for cars, ground level areas for public visitors and the 1st floor for administration. There are other building for traffic violations and investigations.

Services

- Projacs provides the following consultancy services:
- Preparation of RFP documents for FM Services
 - Preparation of Pre-Qualification Documents
 - Management of Tender Process
 - Preparation of the Preliminary Operation Budget
 - Preparation of the Facility Management Plans



Trust Tower - Bahrain

Sector of Activity
FM Consultancy
Services

Clients
Trust International
Insurance and
Reinsurance Co.

Year of Completion
August 2016

Type of Projects
Corporate Services

Project Description

The tower is a prestigious 21-storey building located at a corner plot in the Diplomatic area of Manama. The building has 2 levels of underground parking in and there is additional parking on the ground level for 88 cars. Ground and mezzanine level facilities include with a reception area, a show room, a canteen, a gymnasium and swimming pool. Floors from 1 to 7 are divided into 20 to 25 small offices and occupied by "Regus" a full service office leasing company with an auditorium on the 1st floor. Floors from 8 to 12 are vacant and/or used by Trust Re as temporarily storage areas. Floors from 13 to 20 are occupied as business offices for Trust Reinsurance Co. Residential penthouse on 21st floor for the Group Chairman.

Services

Projacs provides the following consultancy services:

- Prepare RFP documents for FM Services
- Prepare Pre-Qualification Documents
- Manage Tender Process
- Prepare Preliminary Operation Budget
- Prepare the Facility Management Plans
- Manage the FM services providers



Palestinian Museum - Palestine

Sector of Activity

FM Consultancy
Services

Clients

Welfare Association

Year of Completion

November 2014

Type of Projects

Museum

Project Description

The Palestinian Museum is located on the Birzeit University Campus on a plot of approx. 39,000 m² and has a total gross built-up area of 8,000 m². (Phase one built -up area of 2580 m²). The museum is comprised of indoor and outdoor exhibition areas and areas for supporting services such as administration offices, cafe, public seating areas, storage facilities, class rooms and car parking area.

The mission of the Palestinian Museum is to provide a credible and robust platform communicating knowledge about Palestinian history, society, and culture. The Palestinian Museum is conceived as a transnational and transcultural institution that provides an authoritative cultural voice for Palestinians worldwide.

Services

Projacs provides the following consultancy services:

- Carrying Out an Operational Design Review
- Preparing a Preliminary Operation Budget
- Preparing the Facility Management Plans
- Prepare Life Cycle Costing