

ISSNAD Group



Shuwaikh Industrial Area  
Canada Dry Street  
Industrial Training Center Building  
Public Authority for Applied Education  
P.O. Box 5107  
Safat 13052  
Kuwait

Design © Summer Ali  
SummerVisions.com

**TANMIYA**  
For Total Facility Engineering & Management





# PROFILE

In March of 2002 the Public Authority for Applied Education and Training (PAAET) and the Kuwait Company for the Development of Small Projects, two Kuwaiti government organizations, formed a new company under the name of “Tanmiya for Youth Development for Civil and Electrical Maintenance” for the purpose of training PAAET students in civil and electrical maintenance systems in real estate facilities. The management of this newly formed company had the vision to realize the importance and need for such a training facility to serve the burgeoning real estate market in Kuwait. However, for various reasons the newly formed company did not accomplish any of its intended goals and subsequently the Kuwait Company for the Development of Small Projects sold its 50% interest in Tanmiya to ISSNAD Urban Development Company in 2008. Soon thereafter the company was renamed officially to “Tanmiya for Total Facility Engineering and Management Company (TANMIYA)”. In addition to the name change, the reincarnated TANMIYA underwent a significant organizational restructuring and modifications to its business domains to channel its activities into the fields of Total Facility Engineering and Management in order to keep pace with the rapid advancements in the Managed Services sector of the real estate market in Kuwait.

From its launch in the first quarter of 2008, TANMIYA for Total Facility Engineering & Management found an immediate demand for its Smart Life Managed Services by the Public Authority for Applied Education & Training (PAAET) not only for its existing facilities but for the six new campuses under construction in Kuwait City. This was an opportune time for TANMIYA to get involved on the new campuses because most of the projects are at the early stages of design and construction and this presented TANMIYA with a perfect situation to have its Smart Managed Services integrated into the design rather than as add-ons to existing structures. TANMIYA’S current role with PAAET on the six campuses involves consultancy and design services for IT-based infrastructure, providing procurement management services, IT construction management services, and finally managing the project operation services once the campuses are ready for occupancy.



Emboldened by its success in the PAAET'S project; TANMIYA plans to market its Managed Services and Facilities Management know-how to other organizations in the public sector in Kuwait. The company with its highly experienced staff is capable of catering to the growing needs of the public sector in Kuwait for well designed and executed Smart Managed Services and Facilities Management specifically designed for the real estate market. Moreover, TANMIYA is reaping the benefits of the concept of the "Branding Club" by teaming up with well established international names in Facilities Management. This concept sets TANMIYA apart from the competition because it can be applied using high integrity procurement methods to outsource the service delivery and technical support operations of Facilities Management to the associated service providers and contractors.

But there is more to TANMIYA than just providing Managed Services to real estate projects. One of the most important mandates of TANMIYA concerns the training of PAAET students in the various disciplines of Facilities Management. To this end, TANMIYA has developed a plan of action for the establishment of an FM Training Academy with well defined curriculum currently under development by consultants well versed in Facilities Management training courses. The purpose of the academy is to develop a cadre of FM and Managed Services specialist to cover the technical services included in the areas of specializations that Tanmiya will be targeting. Our vision is that one day our training curriculum receives international accreditation and certification.

# PROFESSIONAL SERVICES

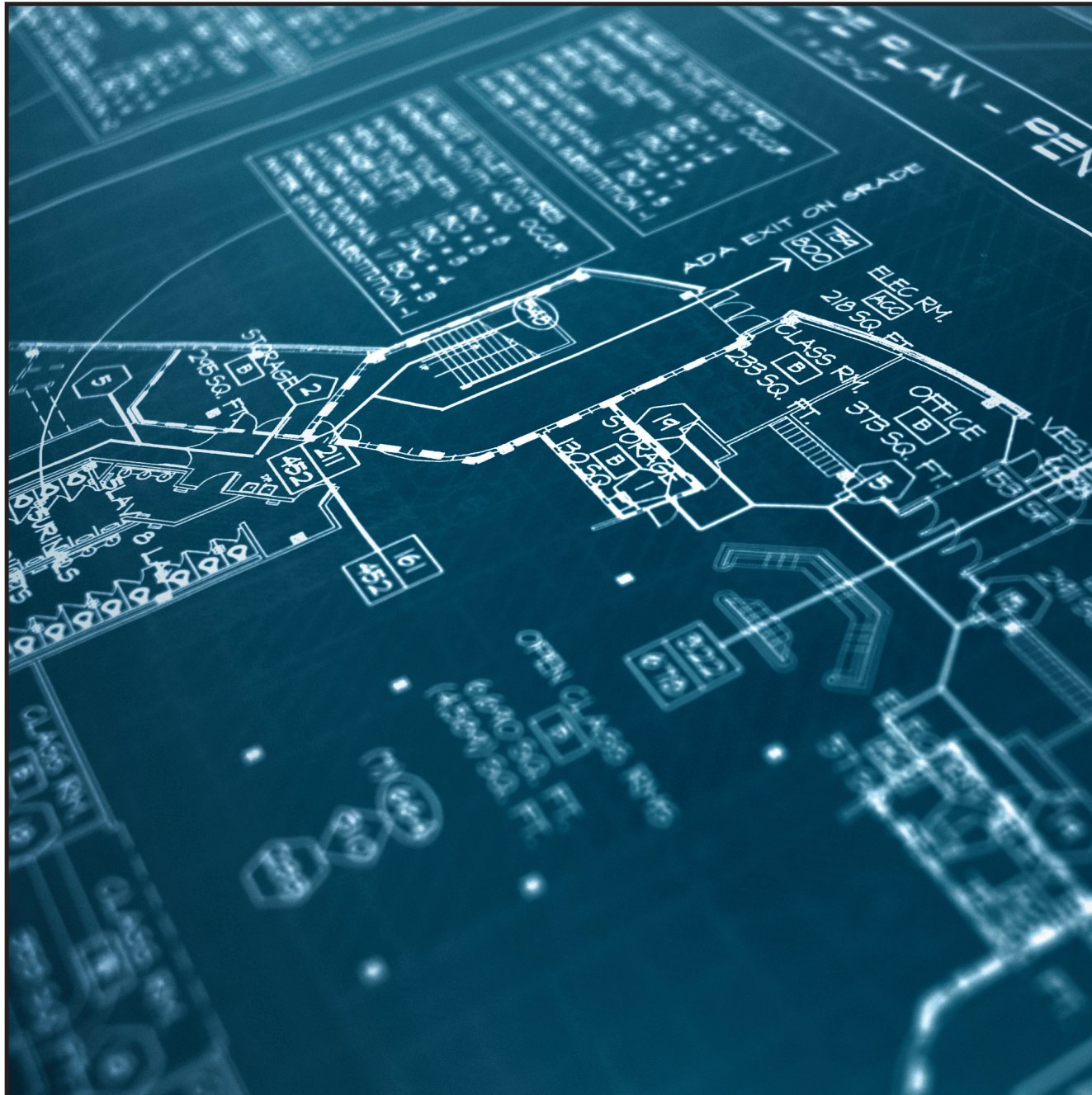
Our professional services fall into two distinct areas:

- Real Estate Managed Services (REMS) Developmental Program and Managed Operational Services
- FM and Managed Services Training Academy

TANMIYA'S first line of business is in Real Estate Managed Services development and in operating the Managed Services in a facility once the facility is ready for occupancy. In this area, TANMIYA has directed its effort solely to the public sector in Kuwait because of this sector's sheer size and the fact that the Kuwaiti government now demands that all their future facilities must be technologically on par with the advanced governments around the world. This awareness by the local government that Managed Services have a major role to play in the design of new facilities has opened unprecedented opportunities for TANMIYA to put into practice its REMS developmental program but sufficiently modified to address the unique demands of the tenants and users in government owned and operated facilities. The REMS program is a structured approach to incorporating the concept of Managed Services into a facility at the earliest possible point in the design phase while our Managed Operational Services Solutions typically commence during the operation stages of the REMS program and cover hard and soft facilities management functions as well as operating the Smart Services in the governmental facility.



## // THE REMS PROGRAM



The most ideal situation for TANMIYA'S REMS program is to be included as part of the design when the project is in its earliest stages of development. Our REMS program was designed specifically to coincide with the start of the real estate development cycle but it can also work with projects at different stages of development. The REMS program is made up of four distinct phases each with its own set of stages and tasks as described below:

- // Managed Services Phase - this phase covers project orientation, project planning, establishment of project's coordination structure, managed services scope definition & analysis, managed services needs & requirements analysis, and managed services work program development & coordination.
- // Managed Services Design Development Phase - this phase covers the services levels design, development & review of the services infrastructure design, managing the infrastructure procurement, developing the managed services financial plan development, managed services launch plan development, and the managed services TOR development.
- // Managed Services Outsourcing & Implementation Phase - this phase begins by setting the total managed services agreement in motion, and ends with the procurement management of the providers & contractors of the various managed services.
- // Project Operation Phase - this phase signals the beginning of the soft execution of managed services launch plan followed by a review and ends with the commencement of the operation phase of the project.

## MANAGED OPERATIONAL SERVICES SOLUTIONS

Typically, our Managed Operational Services Solutions are provided during the operation stages in the REMS program. However, before commencing the operation stage, we study and analyze the needs of the tenants and users in order to provide them with high quality work experience and improved standards and we achieve this by:

- Formally analyzing the needs and requirements of tenants and users of the facility using advanced professional tools and methods then we build the required integrated real estate service solutions and the expected service levels for delivery at the earliest stage of the project
- Coordinating with the related consulting entities for the managed services disciplines to make sure all their required studies and design activities are performed at the most appropriate time and in coordination with other disciplines working on the same project
- Establishing TANMIYA'S One-Stop-Shop central structure for managed services and, with the help of our Branding Club and by applying high integrity procurement methods, outsource the service delivery and technical support operations to the associated service providers and contractors

We offer two main operational services, namely:

- Facilities Management – includes Technical FM (i.e. HVAC, elevators, water), Infrastructural FM (i.e. janitorial, gardening), and Process Management (i.e. energy management, material disposal, operation & maintenance)
- Smart Services Management – Our services offering include the design of the Smart Building Infrastructure and Systems and the Management of the Smart Services in the Real Estate Facilities. Following the testing and commissioning of all Smart Systems in a real estate facility, TANMIYA focus now shifts to serving the tenants and users of the facility in the following ways:
  - ❖ Managing the network infrastructure – we deliver the physical layer of the infrastructure to the tenants
  - ❖ Managing the Information Technology Services – we deliver to the tenants services such as voice & data, Safety & Security, Multimedia, Business Continuity
  - ❖ Integration of the Building Management System (BMS) – if a building is equipped with a BMS, we make sure the design of the IT infrastructure is based on open standards so that the BMS can be supported by the same IT network of the facility
  - ❖ Facility Management Systems Support – we provide IT support to help facilities management contractors enhance their delivery of solutions in addition to integrating their Information Management Systems with the facility's IT network

## FM & MANAGED SERVICE TRAINING ACADEMY

TANMIYA is currently working with an outside consultant to assist its own team in the development, customization and refinement of a total Facilities Management Training curriculum and in developing the policies and procedures governing the program. The consultant is part of the core of TANMIYA's multi-disciplinary team that will build the institute from the ground up.



Within weeks of its emergence as a new company with a clear mandate, TANMIYA began in earnest to seek projects in the public sector in Kuwait where Smart Managed Services can play a key role. The first opportunity to present itself as a prime candidate for Smart Managed Services was the six new PAAET campuses that are at different stages of design and construction. TANMIYA was able to demonstrate to the proper PAAET authorities its competencies in the areas of design and implementation of Managed Services that are specific to educational settings. That has led to the signing of six major contracts with PAAET for the six campuses.

TANMIYA will continue its quest to influence developers of real estate of the wisdom of integrating Managed Services into the overall design of the project to avoid the pitfalls of having to add them late in the project where they become not only a burden and costly but more than likely ineffective. The other area where TANMIYA has built a lot of experience and know-how is in the area of facilities management. This experience is augmented by international alliances with key FM companies in the United States and other parts of the world.

# EXPERIENCE

TANMIYA is now actively pursuing other opportunities not only in Smart Managed Services but in projects needing FM at all levels. The fact that the concept of FM, although well known in the real estate industry, but sadly either misunderstood or inadequately appreciated at the local level, has prompted TANMIYA to offer workshops on the subject to responsible project leaders of active Kuwait national projects in ministries and governmental agencies to increase awareness and importance of FM. One such workshop was conducted recently at the Ministry of Public Works where 130 people attended.

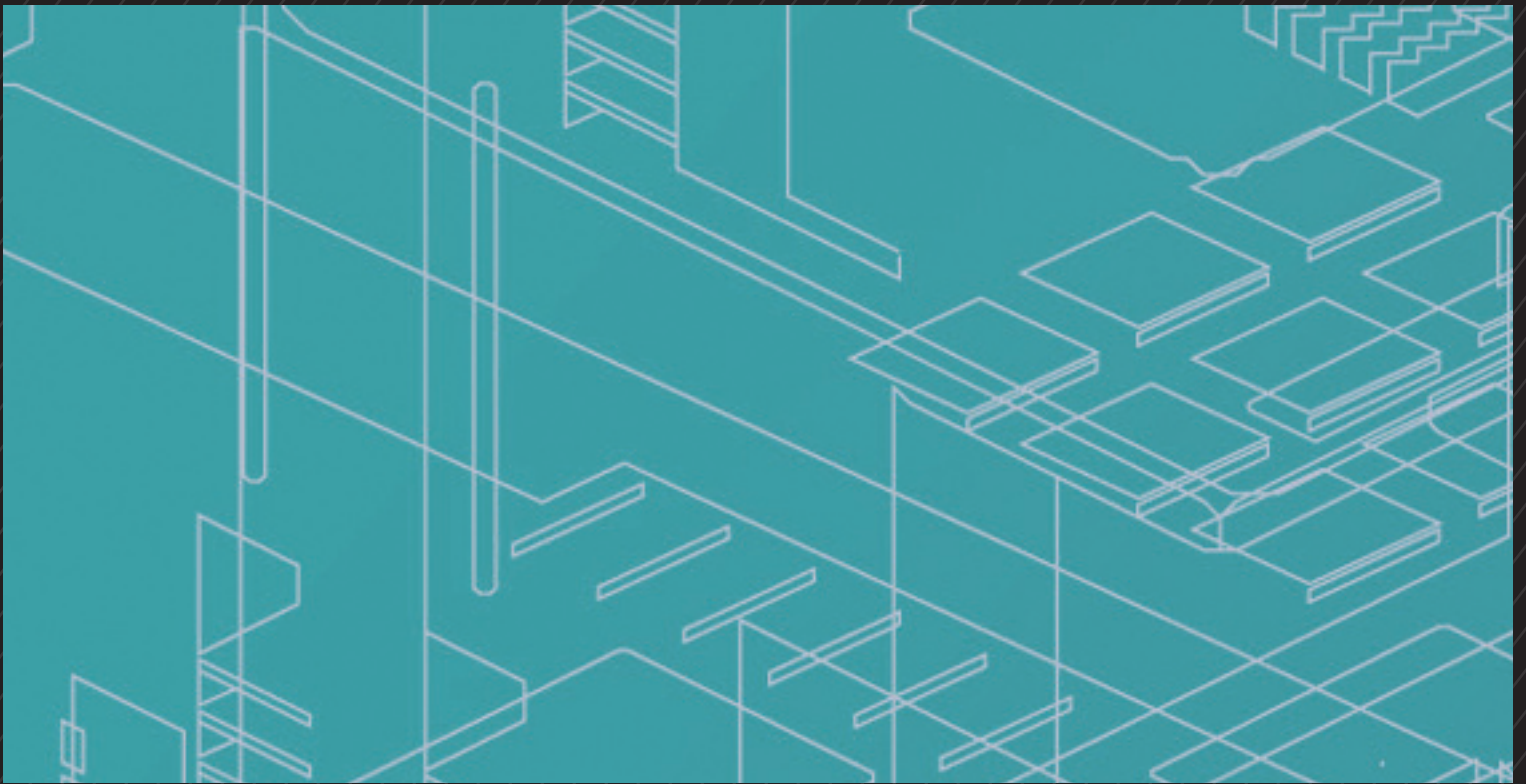
Some of the key governmental sector entities where TANMIYA was asked to submit proposals are:

- Smart Building Design for the New Credit & Savings Bank Headquarters
- Smart Building Design for the New Public Authority for Minors Affairs Headquarters

TANMIYA is also planning to go after a number of potential projects in facilities management, namely:

- Kuwait Airport
- Jaber Al-Ahmad Stadium
- Kuwait Oil Company





# PROJECTS



# The Public Authority for Applied and Educational Training (PAAET)

## PROJECT

Passive System Design and Implementation & Active System Design for the Special Training Center (STC)

## PROJECT COST

K.D. 720,000

## PROJECT COMPLETION DATE

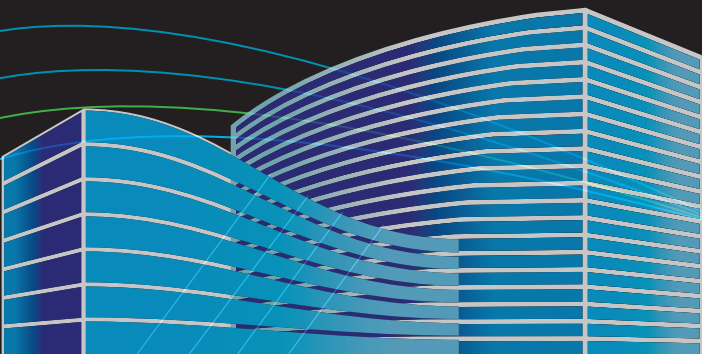
March, 2009

## OVERVIEW

The Public Authority for Applied Education & Training (PAAET) is in the process of building a Special Training Center within its Shuwaikh campus with an approximate built-up area of 200,000 square meters. PAAET has contracted TANMIYA for this initial phase which consisted of the design and implementation of the Smart Building Technology systems for this facility. Following the completion of this initial phase, PAAET and TANMIYA will enter into discussions to have TANMIYA provide its Total Facility Management solution to this facility.

## PROJECT SCOPE

TANMIYA conducted a detailed project comprehension and analysis study despite the fact that the project was in the middle of its construction phase. In addition, TANMIYA coordinated its work activities with those in the tenant/user organizations of PAAET, the offices responsible for all construction activities at PAAET, the construction management firm in charge of this project, and the project's civil and electromechanical contractors. As a result, TANMIYA was able to clearly define the scope and the work program for the passive system components design and its implementation as well as the design of the future active system and low voltage systems to be implemented once the project is substantially completed. TANMIYA was entrusted with the task of selecting the most capable partners and subcontractor to execute the work under its management and supervision.



# The Public Authority for Applied and Educational Training (PAAET)

## PROJECT

Passive System Design and Implementation & Active System Design for the Campus of the College of Business Studies (CBS) for Males and Females

## PROJECT COST

K.D. 1,150,000

## PROJECT COMPLETION DATE

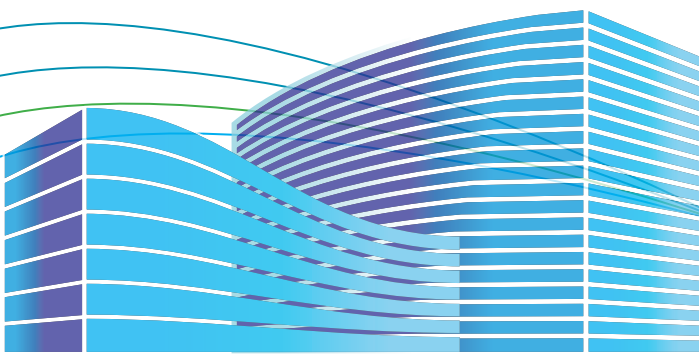
May, 2010

## OVERVIEW

The Public Authority for Applied Education & Training (PAAET) is in the process of building the new College of Business Studies (CBS) for male and female students in the Ar-diyah area of Kuwait city with an approximate built-up area of 565,000 square meters. PAAET has contracted TANMIYA for this initial phase which consisted of the design and implementation of the Smart Building Technology systems for this facility. Following the completion of this initial phase, PAAET and TANMIYA will enter into discussions to have TANMIYA provide its Total Facility Management solution to this facility.

## PROJECT SCOPE

TANMIYA conducted a detailed project comprehension and analysis study at a fairly early stage of the project's construction phase. In addition, TANMIYA coordinated its work activities with those in the tenant/user organizations of PAAET, the offices responsible for all construction activities at PAAET, the construction management firm in charge of this project, and the project's civil and electromechanical contractors. As a result, TANMIYA was able to clearly define the scope and the work program for the passive system components design and its implementation as well as the design of the future active system and low voltage systems to be implemented once the project is substantially completed. TANMIYA was entrusted with the task of selecting the most capable partners and subcontractor to execute the work under its management and supervision.



# The Public Authority for Applied and Educational Training (PAAET)

## PROJECT

Passive System Design and Implementation & Active System Design for the Campus of the College of Basic Education (CBE) for Males and Females

## PROJECT COST

K.D. 1,250,000

## PROJECT COMPLETION DATE

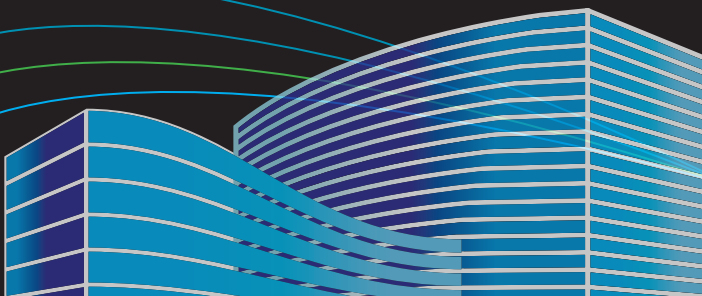
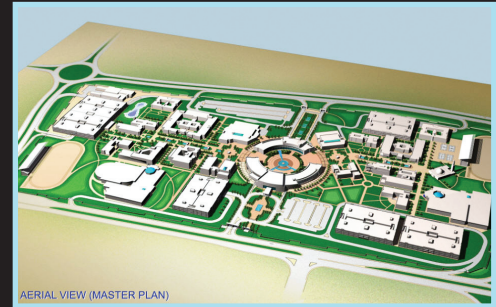
December, 2010

## OVERVIEW

The Public Authority for Applied Education & Training (PAAET) is in the process of building the new College of Basic Education (CBE) for male and female students in the Ardiyah area of Kuwait city with an approximate built-up area with an approximate built-up area of 438,000 square meters. PAAET contracted TANMIYA for this initial phase which consisted of the design and implementation of the Smart Building Technology systems for this facility. Following the completion of this initial phase, PAAET and TANMIYA will enter into discussions to have TANMIYA provide its Total Facility Management solution to this facility.

## PROJECT SCOPE

TANMIYA conducted a detailed project comprehension and analysis study at an ideal early stage in the project's construction phase. In addition, TANMIYA coordinated its work activities with those in the tenant/user organizations of PAAET, the offices responsible for all construction activities at PAAET, the construction management firm in charge of this project, and the project's civil and electromechanical contractors. As a result, TANMIYA was able to clearly define the scope and the work program for the passive system components design and its implementation as well as the design of the future active system and low voltage systems to be implemented once the project is substantially completed. TANMIYA was entrusted with the task of selecting the most capable partners and subcontractor to execute the work under its management and supervision.



# The Public Authority for Applied and Educational Training (PAAET)

## PROJECT

Smart Systems Implementation and Integration Supervision for STC, CBS & CBE

## PROJECT COST

K.D. 620,000

## PROJECT COMPLETION DATE

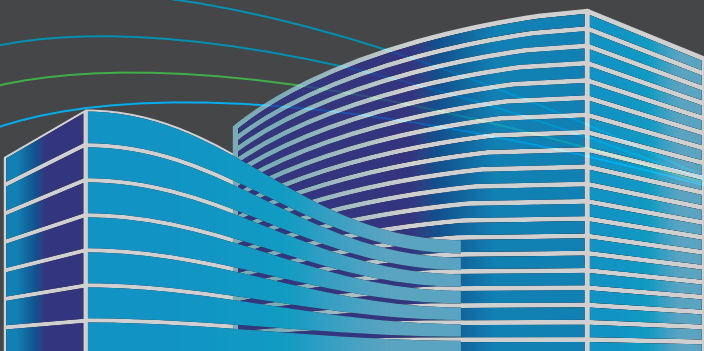
March, 2011 – Committed

## OVERVIEW

The Public Authority for Applied Education & Training is (PAAET) has recognized the necessity for appointing a specialized firm for the supervision and management of the active systems and low voltage systems for the colleges of STC, CBS and CBE. This project was a clear indication of the level of importance and attention that PAAET has placed in properly applying the latest advancements in Smart Building Technologies to its projects to improve the vocational and applied educational processes in the State of Kuwait.

## PROJECT SCOPE

TANMIYA is currently engaged in contract negotiations with PAAET to finalize the detailed project scope and work program for this project. The scope of the project will include the development and management of a very extensive and detailed coordination program between all the vendors and contractors who will be awarded contracts by PAAET for the supply, installation and commissioning of the various active systems and low voltage components in the building and facilities of STC, CBS and CBE campuses. TANMIYA intends to employ the most sophisticated tools and techniques to achieve this scope of work and is expected to deliver to PAAET an advanced Command and Control Structure for the Smart and Managed Services in these facilities.



# The Public Authority for Applied and Educational Training (PAAET)

## PROJECT

Total Facility Management Transfer of Knowledge Program

## PROJECT COST

K.D. 35,000

## PROJECT COMPLETION DATE

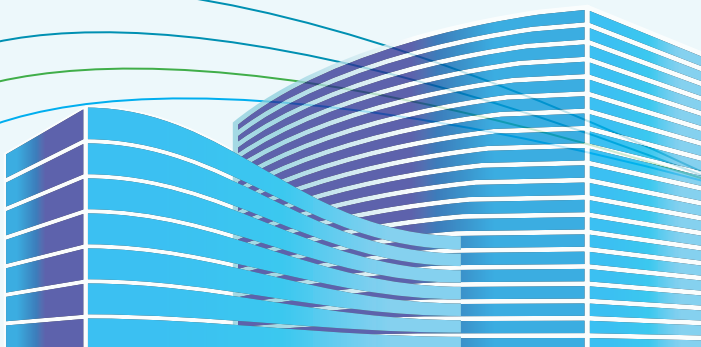
March, 2009

## OVERVIEW

The Public Authority for Applied Education & Training is (PAAET) is in the process of planning for introducing Total Facility Management to its new developments for STC, CBS and CBE campuses and as a result of that it felt the need to empower its related personnel with the necessary skills and knowledge to plan for and manage the selection of appropriate Facility Management firms who will implement this scope. The scope of the Total Facility Management will cover hard facility services, soft facility services and Smart Managed Services.

## PROJECT SCOPE

TANMIYA has proposed this initiative to PAAET as the first step towards reaching a total agreement to have PAAET award TANMIYA the Total Facility Management Contracts for the STC, CBS and CBE campuses once these projects become operational. In its initiative, TANMIYA has proposed a comprehensive training curriculum for this program in cooperation with Linc Facility Services, a U.S. leader in providing FM services and who is actively seeking branding and certification to this program from the International Facility Management Agency (IFMA). The program will encompass international and intensive executive planning and workshop sessions as well as visits to large sites in the United States where TFM is applied.



# The Ministry of Public Works, Kuwait

## PROJECT

Total Facility Management Transfer of Knowledge Program

## PROJECT COST

K.D. 45,000

## PROJECT COMPLETION DATE

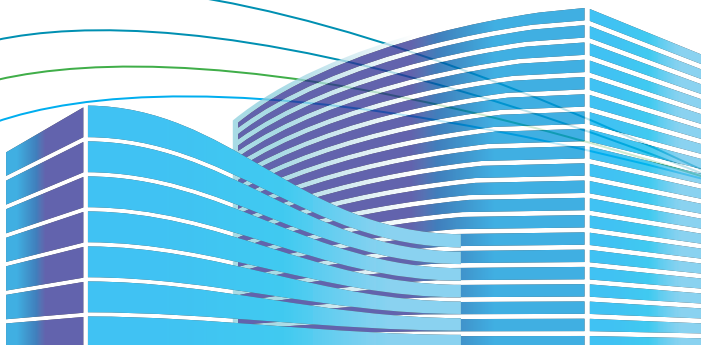
June, 2009 – Proposed

## OVERVIEW

Kuwait's Ministry of Public Works (MPW) is building considerable interest in the inclusion of Facility Management design considerations into construction projects for the government since MPW is mandated to have design and supervision responsibilities on behalf of other government agencies for their construction projects. TANMIYA has recognized this need and subsequently invested a lot of time and effort and resources in bringing focus and awareness to the appropriate entities and staff of the ministry on the importance of FM with the hope that this effort will result in having TANMIYA provide its consultancy services in the field of FM to MPW.

## PROJECT SCOPE

Through its joint efforts with Linc Facility Services, a leading United State FM company, TANMIYA presented a customized technical and financial proposal to MPW for the delivery of a program which will include international and local intensive executive planning and workshop sessions as well as visits to selected large sites in the United States where TFM is applied. As a result of this program it is expected that MPW will be able to deliver projects to other government agencies with the necessary tools and documentation to help them procure the proper facility management solutions to their facilities.



# The Kuwait Petroleum Corporation, Kuwait

## PROJECT

Total Facility Management Transfer of Knowledge Program

## PROJECT COST

K.D. 35,000

## PROJECT COMPLETION DATE

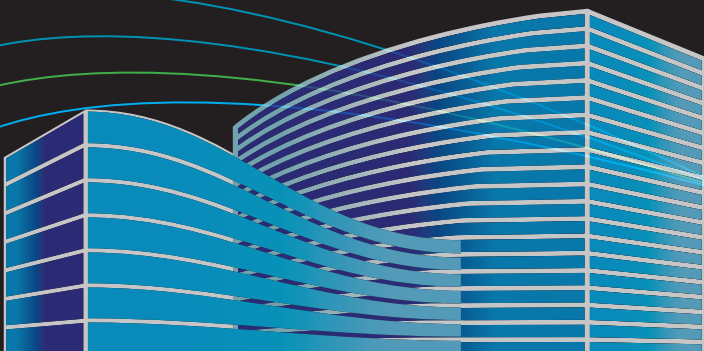
June, 2009 - Proposed

## OVERVIEW

The Kuwait Petroleum Corporation (KPC) has shown a lot of interest lately in the inclusion of Facility Management design considerations into construction projects in the oil sector since KPC is mandated to have design and supervision responsibilities on behalf of other Kuwait Oil Companies for their construction projects. TANMIYA has recognized this need and subsequently invested a lot of time and effort and resources in bringing focus and awareness to the appropriate entities and staff of KPC on the importance of FM with the hope that this effort will result in having TANMIYA provide its consultancy services in the field of FM to KPC.

## PROJECT SCOPE

Through its joint efforts with Linc Facility Services, a leading United State FM company, TANMIYA presented a customized technical and financial proposal to KPC for the delivery of a program which will include international and local intensive executive planning and workshop sessions as well as visits to selected large sites in the United States where TFM is applied. As a result of this program it is expected that KPC will be able to deliver world class facility management solutions to all oil sector facilities.



# The Public Authority for Youth and Sports, Kuwait

## PROJECT

Total Facility Management Transfer of Knowledge Program

## PROJECT COST

K.D. 22,000

## PROJECT COMPLETION DATE

May, 2009 – Proposed

## OVERVIEW

Kuwait's Public Authority for Youth & Sports (PAYS) is seriously considering adopting Facility Management to its newly completed 55,000 seat Jaber Al-Ahmad stadium. TANMIYA has seized on this opportunity and invested a lot of time and effort and resources in bringing focus and awareness to the appropriate entities and staff of PAYS on the importance of FM with the hope that this effort will result in having TANMIYA provide its consultancy services in the field of FM to PAYS.

## PROJECT SCOPE

Through its joint efforts with Linc Facility Services, a leading United State FM company, TANMIYA presented a customized technical and financial proposal to PAYS for the delivery of a program which will include international and local intensive executive planning and workshop sessions as well as visits to selected large sites in the United States where TFM is applied. As a result of this program it is expected that PAYS will be able to deliver world class facility management solutions to the stadium facilities.

