

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332400989  
**DATE** : 23.04.2024  
**REQ No** : 1032401652  
**REQ TITLE** : COMPREHENSIVE ANNUAL  
**DELIVERY LOCATION**  
**CLOSING DATE** : 03.05.2024  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT RUWAIYAH DP COMPLEX.A. SCOPE OF WORK: -##THE CONTRACTOR IS REQUIRED TO QUOTE LUM P SUM PRICE FOR COMPREHENSIVEMAINTENANCE OF HVAC SYSTEM (AHU, FCU, FAHU, PACKAGE UNIT, DX TYPE UNIT,SPLIT AC, CCU, VRF, CHILLED & CO NDENSER WATER PUMPS, VFD AND CONTROLPANELS, PRESSURIZATION UNITS, AIR CURTAIN, WATER COOLERS, CHILLED WATERPIPE INSULATION ETC..) IN CLUDING SPARE PARTS SUCH AS REPLACEMENT OFCOMPRESSOR, FAN MOTOR, CONTACTOR, RELAY, CAPACITOR, BELTS, PULLEY,FILTERS, STRAINERS, ELEC TRONIC BOARD, THERMOSTAT, ETC###THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEYONLY.##SPARE PARTS REQUIRED TO C ARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST ALSO CONTRACTOR SHOULD KEEP SPARE PARTS IN THE	4	NO				

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			<p>BUILDING IN ORDE  R TO KEEP THE EQUIPMENT DOWN TIME TO  MINIMUM ANDMUST BE GENUINE SPARES FROM  OEM OR OEM RECOMMENDED  VENDORS.##CONTRACTOR TO PROVIDE T  WO SENIOR HVAC TECHNICIANS (WITH  BMSKNOWLEDGE) AND TWO SENIOR ELECTRICIAN  FOR OPERATING, MAINTENANCE ANDATTENDING  CHILLERS/BMS/HVAC/  ELECTRICAL AND MEP DAILY COMPLAINTS  ANDINCLUDING REPLACEMENT OF ELECTRICAL  ACCESSORIES SUCH AS LIGHTS, SOCKETS,ETC#.  (ELECTRICAL MAT  ERIALS WILL BE PROVIDED BY DEWA) FROM 07.00  AM TO05:00 PM (MORNING SHIFT) &amp; 05:00 PM TO  07:00 AM (EVENING SHIFT) 24X7(MONDAY TO SATU  RDAY). THE TECHNICIANS SHALL BE SELECTED BY  DEWAENGINEER.##DURING PPM ACTIVITIES  CONTRACTOR TO PROVIDE MORE MANPOWER TO  CARRYOUT PRE  VENTIVE MAINTENANCE AND TO BE COMPLETED  AS PER THE DEWA SCHEDULE.##ALL THE  MATERIALS IN GENERAL WILL CONFORM AS PER</p>						

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			LATEST STANDARDS ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTION. SO AS NOT DAMAGEANY OF TH E EXISTING EQUIPMENT/ STRUCTURE ETE###THE CONTRACTOR SHALL DEPLOY THE SKILLED AC TECHNICIANS FOR CARRYINGOUT THE MAINTENANCE WORKS. THE TECHNICIANS SHALL BE APPROVED BY DEWAENGINEER.##CONTRACTOR TO BE CLEANED CHILLED AND CONDENSER WATER PIPELINE ALLSTRAINERS AND S IDE STREAM FILTRATION SYSTEM FILTERS AS WELL AS PER SITEREQUIREMENTS.##CONTRACTOR TO BE REPLACED DAMAGED CONDENSER & CHILLED WATER S TRAINERSAS PER SITE REQUIREMENT.##CONTRACTOR TO BE REPLACED DAMAGED AHU, FAHU, FCU & SIDE STREAMFILTRATION SYSTEM FILTERS BAG AND PR EFILTERS AS PER SITE						

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			REQUIREMENT.##CONTRACTOR TO MAINTAIN AND REPAIR THE VFD AND CONTROL PANELS.##CONTRACTOR TO REPLACE ALL SIZE OF DEFECTIVE VALVES SUCH AS DRV, NRV,BUTTERFLY VALVES AND GATE VALVES FOR CHILLED & CONDENSER WATER PIPELINES(INCLUDING COOLING TOWER & CHEMICAL DOSING SYSTEM PIPES)##CONTRACTOR TO REPAIR CHILLED AND CONDENSER WATER PIPELINES (LEAKAGE)AS PER SITE REQUIREMENT.##SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HO URS EMERGENCY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER R ECEIPT OFNOTIFICATION AS PER BELOW TWO SLA CONDITIONS.##ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/SUPERVISION OF COM						

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			PETENT SUPERVISOR.##PPM ACTIVITIES TO BE CARRIED OUT AS PER THE DEWA CHECK LIST.##PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTHALONG WITH DETAILS (ASSET NUMBER, MODEL NUMBER, SERIAL NUMBER, DATE,QUANTITY & QUARTER, MAJOR/MINOR) AFTER VERIFICATION OF DEWA CONCERNSUPERVISOR.##CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FORFORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.##CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.##ALL CONTRACTOR TO SHARE DAILY						

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			COMPLAINT ATTENDED LIST ON DAILY BASIS BEFORE COB.##RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.##QUARTERLY STATUS REPORT TO BE SUBMITTED FOR BUILDING HVAC SYSTEM#SCONDITIONS AND REQUIRE REPAIRING SUCH AS AC UNIT, UNIT REPLACEMENT, AC#SPIPE, INSULATION, AC PIPE CLADDING, AIR OUTLETS, FILTERS, UNIT SETTINGS, AC DUCT, ENVIRONMENT-FRIENDLY GAS, AND VALVES, ETC.##THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/ VISIT.##MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.##BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UP COMING YEAR WITH PRESENCE OF DEWA						

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			SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISORWILL EVALUATE SNAGS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THESNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRDPARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE CONTR ACTOR WITHOUT EXPLAINING ANY REASON FORTERMINATION. CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICAB LE DUE PAYMENT WILL BE RELEASED BASED ONEMPLOYER VERIFICATION AND CONFIRMATION.##IN CASE OF UN-SATISFACTORY PERFORMANCE, THE LPO WIL L BE CANCELLEDGIVING 15 DAYS# NOTICE##CONTACT PERSON FOR SITE VISIT MR. AKBAR ALI: 052 8682151(AKBAR.ALI@DEWA.GOV.AE) AND MR.						

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			MOHIDE EN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).ALL SPARE PARTS ARE INCLUDED EXPECT THE BLOW MAJOR ITEM:##REPLACEMENT CONDE NSER & EVAPORATIVE COIL##REPLACEMENT OF AC UNITS.##REPLACEMENT OF CHILLED & CONDENSER WATER PUMPS.##REPLACEMENT OF PRESSURIZATION UN ITS.B. SLA CONDITION: -##BASED ON CRITICALITYP 1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT AND / OR BUSINESSCONTINUITY AT RISK.ITEM: PRIORITY P1 SLA RESPONSE DETAILSPRIORITY: P1- EMERGENCYTIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 4 HOURSTYPICAL (P1- EMERGENCY PRO BLEMS)##SIGNIFICANT IMPACT HAS OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THECLIENT / BUSINESS OPERATION.##HEALTH AND SAFETY ISSUE. I NJURY HAS OCCURRED OR AND IMMEDIATE THREATOF INJURY IS PRESENT.##SIGNIFICANT DAMAGE TO PROPERTY HAS OCCURRED.##ANY						



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			ENVIRONMENTAL PROBLEM THAT PRESENTS AN IMMEDIATE RISK OF SIGNIFICANT CONTAMINATION OF THE RESIDENCE, WORKPLACE OR ENVIRONMENT.##ANY RISK THAT WOULD ENDANGER SECURITY OF THE PROPERTY AND OCCUPIES.P2 - NON - EMERGENCY; CANNOT WAIT UNTIL NEXT SCHEDULED VISIT WITHOUT HAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P2 SLA RESPONSE DETAILS.PRIORITY: P2-URGENT.TIME TO RESPOND: 30 MINUTE.TIME TO RESOLVE: 8 HOUR.TYPICAL (P2- URGENT PROBLEMS)##MINOR IMPACT HAS OCCURRED OR HAS POTENTIAL OF OCCURRING TO THE CLIENT/ BUSINESS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POSSIBLE THREAT OF INJURY.##ENVIRONMENTAL ISSUE PRESENTING POTENTIAL RISK OF MINOR CONTAMINATION OF RESIDENCE, WORKPLACE OR ENVIRONMENT.P3- ROUTINE:						

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			SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT WITHOUT HAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION. ITEM: PRIORITY P3 SLA RESPONSE DETAILS PRIORITY: P3-ROUTINE TIME TO RESPOND: 1 DAYTIME TO RESOLVE: 2 DAYSTYPICAL (P3-ROUTINE PROBLEMS)##MINOR PRESENTATION ISSUE.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.C. GENERAL CONDITION & MOBILIZATION AT SITE OF THE CONTRACT: -##CONTRACTOR SHALL OBTAIN ALL NECESSARY APPROVALS/ CLEARANCE FROM CONCERNED DEWA ENGINEER/SUPERVISOR BEFORE COMMENCING ANY MAINTENANCE ACTIVITIES.##SUPERVISOR SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN/ EQUIPMENT DURING THE MAINTENANCE ACTIVITIES AND ALSO MUST ENSURE THAT WORK EXECUTED IS OF HIGHEST STANDARD.##CONTRACTOR SHALL TAKE CARE OF						

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			ALL RELATED FORMALITIES LIKE MOBILIZATION OF STAFF, ENSURING TOOLS & TEST EQUIPMENT#S ARE AVAILABLE AT SITE FOR CARRYING OUT THE CORRECTIVE MAINTENANCE ACTIVITIES.##TRANSPORTATION OF STAFF FROM TO SITE SHALL BE ARRANGED BY THE CONTRACTOR.##AFTER AWARDED THE LPO CONTRACTOR TO APPLY FULL TEAM ENTRY PERMIT FOR 6 MONTHS FOR VARIOUS ADMIN BUILDINGS AND JEBEL						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

COMPREHENSIVE ANNUAL MAINTENANCE

**STANDARD TERMS & CONDITIONS**

- 1) Prices should be 'DDP' delivery duty paid at DEWA stores.
- 2) Quotation to be submitted only in local currency U.A.E Dirhams

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- 3) DEWA Standard payment terms is '30 days credit' from the date of acceptance of material
- 4) No DEWA staff or his or her relatives up to third degree should have ownership or partnership in your company, and your participation in DEWA tenders / RFQs should not constitute a Conflict or perceived Conflict of Interest.
- 5) The offered product and/ or services in the Quotation, shall be conforming and in accordance with DEWA Energy Management Policy & EnMS Manual.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**