

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332402388  
**DATE** : 17.09.2024  
**REQ No** : 1032404098  
**REQ TITLE** : COMPREHENSIVE ANNUAL  
**DELIVERY LOCATION**  
**CLOSING DATE** : 23.09.2024  
**CLOSING TIME** : 10:00:00

| SL NO | ITEM CODE | SERVICE ID | DESCRIPTION   | QTY | UOM | BRAND/ORIGIN | WARRANTY | UNIT PRICE | TOTAL PRICE |
|-------|-----------|------------|---|-----|-----|--------------|----------|------------|-------------|
| 1     |           | ITEM-00001 | <p>COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT BURJ NAHAR CHC &amp; AYAL NASR CHCA. SCOPE OF WORK: -##THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF HVAC SYSTEM (PACKAGE UNIT, DX UNIT, SPLINT UNIT, FREE STANDING UNIT, CASSETTE TYPE UNIT, WATER COOLER, AIR CURTAINS, WATER COOLING CHILLERS AND ALL KIND OF COOLING EQUIPMENT #S, INCLUDING SPARES.##THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY.##SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST ALSO CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM AND MUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS.##DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE MANPOWER TO</p> | 4   | NO  |              |          |            |             |

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|       |           |            | <p>CARRYOUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.##ALL THE MATERIALS IN GENERAL WILL CONFORM AS PER LATEST STANDARDS ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTION. SO AS NOT, DAMAGEANY OF THE 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 REPLACED DAMAGED BAG AND PREFILTERS AS PER SITEREQUIREMENT.##CONTRACTOR TO MAINTAIN AND REPAIRING OF VFD AND CONTROL PANELS.##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 24HOURS EMERGENCY CALL OUT</p> |     |     |              |          |            |             |

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|       |           |            | <p>SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OF NOTIFICATION AS PER BELOW TWO SLA CONDITIONS.##ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/SUPERVISION OF COMPETENT SUPERVISOR.##PPM ACTIVITIES TO BE CARRIED OUT AS PER THE DEWA CHECK LIST.##PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTH ALONG WITH DETAILS (ASSET NUMBER, MODEL NUMBER, SERIAL NUMBER , DATE, QUANTITY &amp; QUARTER, MAJOR/MINOR) AFTER VERIFICATION OF DEWA CONCERNS SUPERVISOR.##CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVE MAINTENANCE AND CONSUMABLE ITEMS TO BE</p> |     |     |              |          |            |             |

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|       |           |            | <p>MENTIONED FOR DEWA VERIFICATION AND RECORD.##CONTRACTOR TO BE PROVIDED US VALID CALIBRATION CERTIFICATES FOR THE ALL MEASURING INSTRUMENTS, SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS.##CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKING DAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.##ALL CONTRACTOR TO SHARE DAILY 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, FILTER</p> |     |     |              |          |            |             |

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|       |           |            | <p>RS, 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 HANDLED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWA SUPERVISOR ALSO SNAGS TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNAGS WHICH IS VALID OR##, IF FAILED TO CLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD PARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER'S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION.</p> |     |     |              |          |            |             |

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|       |           |            | <p>CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VERIFICATION AND CONFIRMATION.##IN CASE OF UN-SATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLED GIVING 15 DAYS# NOTICE##CONTACT PERSON FOR SITE VISIT MR. AKBAR ALI: 052 8682151(AKBAR.ALI@DEWA.GOV.AE) AND MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).ALL SPARE PARTS ARE INCLUDED EXPECT THE BLOW MAJOR ITEM:##REPLACEMENT CONDENSER &amp; EVAPORATIVE COIL##REPLACEMENT OF AC UNITS.##REPLACEMENT OF VFD PANEL.B. SLA CONDITION: -##BASED ON CRITICALITY P1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT AND / OR BUSINESS CONTINUITY AT RISK .ITEM: PRIORITY P1 SLA RESPONSE</p> |     |     |              |          |            |             |

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|       |           |            | <p>DETAILSPRIORITY: P1- EMERGENCYTIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 4 HOURSTYPICAL (P1- EMERGENCY PROBLEMS)##SIGNIFICANT IMPACT HAS OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THECLIENT / BUSINESS OPERATION.##HEALTH AND SAFETY ISSUE. INJURY HAS OCCURRED OR AND IMMEDIATE THREATOF INJURY IS PRESENT.##SIGNIFICANT DAMAGE TO PROPERTY HAS OCCURRED.##ANY ENVIRONMENTAL PROBLEM THAT PRESENTS AN IMMEDIATE RISK OFSIGNIFICANT 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 WITHOUTHAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P2 SLA RESPONSE<br/>                     DETAILSPRIORITY: P2-URGENTTIME TO RESPOND: 30 MINUTES</p> |     |     |              |          |            |             |

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|       |           |            | <p>TIME TO RESOLVE: 8 HOURSTYPICAL (P2- URGENT PROBLEMS)##MINOR IMPACT HAS OCCURRED OR HAS POTENTIAL OF OCCURRING TO THE CLIENT/ BUSINE</p> <p>SS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POSSIBLETHREAT OF INJURY.##ENVIRONMENTAL ISSUE PRESENTING P</p> <p>OTENTIAL RISK OF MINOR CONTAMINATIONOF RESIDENCE, WORKPLACE OR ENVIRONMENT.P3- ROUTINE: SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT</p> <p>WITHOUT HAVINGA NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P3</p> <p>SLA RESPONSE DETAILSPRIORITY:</p> <p>P3-ROUTINETIME TO RESPOND: 1 DAYTIME TO RESOLVE: 2 DAYSTYPICAL (P3- ROUTINE PROBLEMS)##MINOR PRESENTATION ISSUE.##POTENTIAL OCCUPATIONAL HEALTH AND S</p> <p>AFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.C. GENERAL CONDITION &amp; MOBILIZATION AT SITE OF THE CONTRACT: -##CONTRACTOR</p> |     |     |              |          |            |             |

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|       |           |            | <p>SHALL OBTAIN<br/>                     ALL NECESSARY APPROVALS/ CLEARANCE<br/>                     FROM CONCERNED DEWA ENGINEER/SUPERVISOR<br/>                     BEFORE COMMENCING ANY<br/>                     MAINTENANCE ACTIVITIES.##SUPERVISOR<br/>                     SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN/<br/>                     EQUIPMENT DURING THE MAINTENANCE<br/>                     ACTIVITIES AND ALSO MUST ENSURE THAT<br/>                     WORK EXECUTED IS OF<br/>                     HIGHEST STANDARD.##CONTRACTOR SHALL TAKE<br/>                     CARE OF ALL RELATED FORMALITIES<br/>                     LIKE MOBILIZATION OF STAFF, ENSURING TOOLS &amp;<br/>                     TEST EQUIPMENT#<br/>                     S ARE AVAILABLE AT SITE FOR CARRYING OUT THE<br/>                     CORRECTIVE MAINTENANCE<br/>                     ACTIVITIES.##TRANSPORTATION OF STAFF FROM<br/>                     TO SITE SHALL BE ARRANG<br/>                     ED BY THE CONTRACTOR.##AFTER AWARDED THE<br/>                     LPO CONTRACTOR TO APPLY FULL TEAM ENTRY<br/>                     PERMIT FOR 6 MONTHS FOR VARIOUS ADMIN<br/>                     BUILDINGS AND J<br/>                     EBEL ALI ACCOMMODATION APPLY FOR 3 MONTHS<br/>                     WITH PROPER SUPPORTING DOCUMENTS</p> |     |     |              |          |            |             |

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|       |           |            | (PASSPORT, VISA, EID COPY, VEHICLE DETAILS)##DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYOND THE ORDER PRICE DURING AND AFTER THE EXECUTION OF WORK, UNLESS CLAIM WITH PROPER JUSTIFICATION IS APPROVED BY DEWA MANAGEMENT.##CONTRACTOR SHALL BE RESPONSIBLE FOR ANY DISCREPANCIES OR DAMAGES OF THE EXISTING SYSTEM DURING EXECUTION OF THE WORK.##CONTRACTOR MUST EXECUTE ALL RELATED WORKS REQUIRED, FOR THE SAFE EXECUTION OF MAINTENANCE ACTIVITY, EVEN THOUGH NOT MENTIONED EXPLICITLY IN THE ORDER.##COVID-19 PRECAUTION MEASURES TO BE FOLLOWED AS PER DEWA HEALTH & SAFETY DEPARTMENT RECOMMENDATION UNTIL FURTHER NOTICE.##CONTRACTOR STAFF IS REQUIRED TO WEAR PROPER PERSONAL PROTECTIVE EQUIPMENT AT ALL TIME ON THE SITE. D. SAFETY PRECA |     |     |              |          |            |             |

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|       |           |            | UTION & SITE CLEANLINESS: -##AREA OF WORK SHALL BE KEPT CLEAN & CLEAR AT ALL TIMES DURING ANDAFTER THE WORK. IF ANY WASTE GENERATED, THEN IT SHOULD BE CLEANED ANDDISPOSED IMMEDIATELY.##CONTRACTOR MUST ENSURE THAT ALL STAFF INSIDE DEWA PREMISES SHALLFOLLOW DEWA#S S AFETY & ENVIRONMENT RULES AND REGULATIONS.##NO WELDING, FLAME HEATING OR CUTTING, GRINDING, PNEUMATIC CHIPPINGETC. SHALL B |     |     |              |          |            |             |
| 2     |           | ITEM-00001 | AYAL NASR CHC   | 4   | NO  |              |          |            |             |

TOTAL AMOUNT IN WORDS:

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**SPECIAL NOTES / INSTRUCTIONS:**

COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT BURJ NAHAR CHC

<(>&<)> AYAL NASR CHC

for more information please contact : Mohideen / phone : 553810513

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Site Visit Date <(>&<)> Time : 13/09/2024 10:00 / Site Location : BURJ  
NAHAR CHC <(>&<)> AYAL NASR CHC

### **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
- 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**