

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332501052
DATE : 25.04.2025
REQ No : 1032501388
REQ TITLE : 1- ANNUAL MAINTENANCE
DELIVERY LOCATION
CLOSING DATE : 30.04.2025
CLOSING TIME : 10:00:00

| SL NO | ITEM CODE | SERVICE ID | DESCRIPTION | QTY | UOM | BRAND/ORIGIN | WARRANTY | UNIT PRICE | TOTAL PRICE |
|-------|-----------|------------|---|-----|-----|--------------|----------|------------|-------------|
| 1 | | ITEM-00001 | DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM ATWARSAN TP ADMIN BUILDINGA. SCOPE OF WORK: -THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OFBMS SYSTEM INCLUDING ALL SPARE PARTS (SUCH AS REPLACEMENT OF DEFECTIVE SENSORS, ACTUATOR MOTOR WITH VALVES FOR CHILLER & COOLING TOWER, LEAKDETECTION SENSOR, FCU & VAV CONTROLS, DAMPER ACTUATORS, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION,DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATUREAND RELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIRFLOW SWITCH, WATERMETERS, BTU METERS, HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHERENVIRONMENTAL SENSORS & RECTIFICATION OF COMMUNICATION CABLES ANDLOOPING#S AND UPGRADING OF SOFTWARE, | 4 | JOB | | | | |

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| | | | ANTIVIRUS ETC#) SUMMARY OF SCOPES#SR. NO #PREVENTIVE MAINTENANCE #SERVICES #1.1 #MONTHLY SITE INSPECTION & FUNCTIONALITY TEST TO BE PERFORM #INCLUDED #1.2 #MONTHLY FINE TUNING (CONTROLLER AND SOFTWARE PARAMETERS) #INCLUDED #2 #CORRECTIVE MAINTENANCE #2.1 #SPARE PARTS AND CONSUMABLES ITE MS #INCLUDED #2.2 #REPAIRING SERVICES INCLUDING CONTROL WIRINGS AND DDC PANELS #INCLUDED #2.3 #DATA PROTECTION/RECOVERY #INCLUDED #2 .4 #SOFTWARE PATCH UPDATES WITH LATEST VERSION #INCLUDED #2.5 #SOFTWARE UPGRADES WITH LATEST VERSION #INCLUDED #2.6 #REPAIRING OF BM S PC HARDWARE #INCLUDED #3 #PERFORMANCE SERVICES #3.1 #CALIBRATION OF CO, TEMPERATURE AND RELATIVE HUMIDITY SENSORS #INCLUDED #3.2 # EMERGENCY INTERVENTION (UNLIMITED) #INCLUDED #3.3 #ENERGY PERFORMANCE & | | | | | | |

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| | | | <p>SUSTAINABILITY SERVICES WITH MONTHLY REPORTS#INCLUDED #3.4 #</p> <p>RESPONSE TIME #AS PER SLA #4 #OTHER SERVICES #4.1 #NAVIGATOR - ADVANCE #INCLUDED #4.2 #MIGRATION OF THE SOFTWARE FROM OLD COMPUTER T</p> <p>O NEW COMPUTER #INCLUDED #4.3 #ANTIVIRUS / FIREWALLS #INCLUDED ###THE QUOTATION SHALL BE SUBMITTED AS PER DEWA SPECIFICATION AND SUR</p> <p>VEYONLY.##THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/ VISIT.##MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR S</p> <p>ERVICE) TO BECARRIED OUT YEARLY.##MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINABILITY SERVICES TOBE CARRIED OUT AND REPORTS TO B</p> <p>E SUBMITTED ALONG WITH OBSERVATION ANDRECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY BASIS BY BMS</p> <p>ENGINEER.##CONTRACTOR TO PROVIDE TRA INING SESSIONS BY A SPECIALIZED TRAINER</p> | | | | | | |

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| | | | <p>TODEWA STAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BE PROVIDED TODEWA STAFF ACCORDI</p> <p>NGLY.##DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE, THE BMS COMPONENTS WHICH ARE IDENTIFIED AS FAULTY ORSHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS.##DURING PPM AND MONTHLY INSPECTION ACTIVITIES CONTRACT OR TO PROVIDEMINIMUM TWO SKILLED BMS ENGINEERS TO CARRY OUT PREVENTIVE MAINTENANCEAND TO BE COMPLETED AS PER THE DEWA SCHEDULE.DEWA-CONFIDENTIAL##PPM REPORTS ALONG WITH QUARTERLY STATUS REPORTS, BMS OVERVIEW AND NEWBMS TRENDS TO BE SUBMITTED ON A QUARTERLY BASIS, AND BMS SYSTEMCONDITIONS AND REQUIRE REPAIRING SUCH AS UPGRADING OF SOFTWARE, SENSORREPLACEMENT TO BE SUBMITTED MONTHLY BASIS BEFORE</p> | | | | | | |

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| | | | 10TH OF EVERY MONTH FOROUR VERIFICATION.##BMS SOFTWARE UPDATES AND UPGRADES TO ENSURE ALWAYS LATEST VERSION TOINSTALL IN THE EXISTI NG BMS PC.##THE BMS SUPPLIER IS REQUIRED TO UPDATE THE EXISTING PC SOFTWARE ANDOPERATING SYSTEM TO ENSURE COMPATIBILITY WITH BMS SOF TWARE UPDATES ANDUPGRADES.##BMS SUPPLIER TO MIGRATION OF THE SOFTWARE FROM OLD COMPUTER TO NEWCOMPUTER WHEN AS REQUIRED.##CONTRACTOR TO MAINTENANCE AND TROUBLESHOOTING OF THE BMS SOFTWAREPLATFORM, INCLUDING BACKUP, UPDATES, AND SECURITY PATCHING.##CONTRACTOR TO PR OVIDE UPDATED USER MANUALS, SYSTEM DOCUMENTATION, ANDTROUBLESHOOTING GUIDES.##THE INSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, ANDMONITORS OTHER ELECTRICAL RELATED SYSTEMSLIKE LIGHTING, ELEVATORS, PUMPS, ETC..##THE CONTRACTOR TO ATTEND | | | | | | |

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| | | | <p>UNLIMITED BREAK DOWN CALLS WITHOUT DELAY AS PER SITE REQUIREMENT.##THE CONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY AND PROFICIENTLY WITHOUT DELAY.##CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FIELD SENSORS AND ITS READINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE.##CONTRACTOR TO CALIBRATE THE SENSORS TO ENSURE ACCURACY.##SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM AND MUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS.##ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS AND SHALL BE SUBMITTED TO DEWA FOR</p> | | | | | | |

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| | | | ENGINEERS APPROVAL.##ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDE A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY.##ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/SUPERVISION OF A COMPETENT SUPERVISOR.##CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THE IR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.##CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANY SYSTEM FAULTS OR BREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTS REPLACED.##CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVE MAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT, DAMAGE ANY | | | | | | |

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| | | | <p>OF THE EXISTING EQUIPMENT/ STRUCTURE ETE# IF DAMAGED ANY EXISTINGEQUIPMENT BY CONTRACTOR P ENALTY WILL BE APPLIED AS PER DEWA REGULATIONS.##SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY O R NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HOURS EMERGENCY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDI NG TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OFNOTIFICATION AS PER BELOW TWO SLA CONDITIONS.##CONTRACTOR TO SHARE O FFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FORFORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS TO SHARE DAILY COMPLAINT ATTENDE D LIST ON DAILY BASISBEFORE COB.##RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTEDBEFORE PROCEEDING WORK, SUCH A</p> | | | | | | |

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| | | | <p>S PPM AND CORRECTIVE MAINTENANCE.##BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENUREIF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OFDEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISORWILL EVALUATE SNAGS W</p> <p>HICH IS VALID OR INVALID, IF FAILED TO CLEAR THESNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRDPARTY AND THE RES</p> <p>PECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE</p> <p>TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FORTERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT</p> <p>SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ONEMPLOYER VERIFICATION AND CONFIRMATION.DEWA-CONFIDENTIAL##IN</p> | | | | | | |

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| | | | <p>CASE OF UN-SATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLEDGIVING 15 DAYS# NOTICE##CONTACT PERSON FOR SITE VISIT MR. AKBAR ALI: 052 8682151(AKB AR.ALI@DEWA.GOV.AE) AND MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).B. SLA CONDITION: -##BASED ON CRITICALITY P 1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT AND / OR BUSINESSCONTINUITY AT RISK.ITEM: PRIORITY P1 SLA RESPONSE DETAILSPRIORITY: P1- EMERGENCY (SUCH AS COMMUNICATION ERROR, ALERT, ALARM,MALFUNCTION OF BMS & DCC PANEL AND CHILLER PLANTS)TIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 4 HOURSTYPICAL (P1- EMERGENCY PROBLEMS)##SIGNIFICANT IMPACT HAS OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THEBUSINES S OPERATION.##HEALTH AND SAFETY ISSUE. INJURY HAS OCCURRED OR AND IMMEDIATE</p> | | | | | | |

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| | | | THREATOF INJURY IS PRESENT.##SIGNIFICANT DAMAGE TO PROPE RTY 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 N | | | | | | |

TOTAL AMOUNT IN WORDS:

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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
3) DEWA Standard payment terms is '30 days credit' from the date of acceptance of material

MATERIAL AND OR SERVICE PROVIDED TO DEWA SHOULD PREFERABLY BE ENERGY EFFICIENT AND ENVIRONMENT FRIENDLY.

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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