

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332501106  
**DATE** : 30.04.2025  
**REQ No** : 1032501170  
**REQ TITLE** : 1- COMPREHENSIVE ANNUAL  
**DELIVERY LOCATION**  
**CLOSING DATE** : 09.05.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	<p>COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS) AT VARIOUS ADMIN BUILDINGS.A. SCOPE OF WORK:</p> <p>-THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF BMS SYSTEM AT HEAD OFFICE, AL HUDAIBAH CHC, UMM RAMOOL CHC, AL WASL CHC AND BURJ NAHAR CHC, INCLUDING ALL SPARE PARTS (SUCH AS REPLACEMENT OF DEFECTIVE SENSORS, THERMOSTAT, ACTUATOR MOTOR WITH VALVES FOR CHILLER &amp; COOLING TOWER, LEAK DETECTION SENSOR, FCU &amp; VAV CONTROLS, DAMPER ACTUATORS, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATURE AND RELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIR FLOW SWITCH, WATER METERS, BTU METERS, POWER METER, HUMIDITY, CO2, LIGHTING CONTROL SYSTEM, MOTION SENSORS, AND ANY</p>	4	JOB				

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			<p>OTHER ENVIRON            MENTALSENSORS &amp; RECTIFICATION OF            COMMUNICATION CABLES AND LOOPING#S            ANDUPGRADING OF SOFTWARE, ANTIVIRUS ETC#)            SUMMARY OF SCOPES #SR.            NO #PREVENTIVE MAINTENANCE #SERVICES #1.1            #MONTHLY SITE INSPECTION &amp; 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 ITEMS #INCLUDED #            2.2 #REPAIRING SERVICES INCLUDING CONTROL            WIRINGS AND DDC PANELS #INCLUDED #2.3 #DATA            PROTECTION/RECOVERY #INCLUDED #2.4            #SOFTWARE P            ATCH UPDATES WITH LATEST VERSION #INCLUDED            #2.5 #SOFTWARE UPGRADES WITH LATEST            VERSION #INCLUDED #2.6 #REPAIRING OF BMS PC            HARDWARE            #INCLUDED #3 #PERFORMANCE SERVICES #3.1            #CALIBRATION OF CO, TEMPERATURE AND</p>						

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			<p>RELATIVE HUMIDITY SENSORS #INCLUDED #3.2  #EMERGENCY INTE  RVENTION (UNLIMITED) #INCLUDED #3.3 #ENERGY  PERFORMANCE &amp; SUSTAINABILITY SERVICES WITH  MONTHLY REPORTS#INCLUDED #3.4 #RESPONSE  TIME  #AS PER SLA #4 #OTHER SERVICES #4.1  #NAVIGATOR - ADVANCE #INCLUDED #4.2  #MIGRATION OF THE SOFTWARE FROM OLD  COMPUTER TO NEW COMPUTER  #INCLUDED #4.3 #ANTIVIRUS / FIREWALLS  #INCLUDED ###THE QUOTATION SHALL BE  SUBMITTED AS PER DEWA SPECIFICATION AND  SURVEYONLY.##THE  CONTRACT PERIOD WILL START FROM THE DATE  OF FIRST SERVICE/ VISIT.##MINIMUM 4 PPM  SERVICES (ONE MAJOR AND THREE MINOR  SERVICE) TO BEC  ARRIED OUT YEARLY.##MONTHLY INSPECTION,  ENERGY PERFORMANCE &amp; SUSTAINABILITY  SERVICES ANDM&amp;V TO BE CARRIED OUT AND  REPORTS TO BE SUBM  ITTED ALONG WITH OBSERVATIONAND</p>						

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			<p>RECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY BASIS BY BMS ENGINEER.##CONTRACTOR TO PROVIDE TRAINING SESSIONS BY A SPECIALIZED TRAINER TODEWA STAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BE PROVIDED TODEWA STAFF ACCORDINGLY.#</p> <p>#DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE, THE BMS COMPONENTS WHICH ARE IDENTIFIED AS FAULTY OR SHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS.##DURING PPM AND MONTHLY INSPECTION ACTIVITIES CONTRACTOR 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</p>						

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			<p>BASIS, AND BM  S SYSTEMCONDITIONS AND REQUIRE REPAIRING  SUCH AS UPGRADING OF SOFTWARE,  SENSORREPLACEMENT TO BE SUBMITTED  MONTHLY BASIS BEFORE 10TH  OF EVERY MONTH FOROUR VERIFICATION.##BMS  SOFTWARE UPDATES AND UPGRADES TO ENSURE  ALWAYS LATEST VERSION TOINSTALL IN THE  EXISTING BMS  PC.##THE BMS SUPPLIER IS REQUIRED TO  UPDATE THE EXISTING PC SOFTWARE  ANDOPERATING SYSTEM TO ENSURE  COMPATIBILITY WITH BMS SOFTWARE  UPDATES ANDUPGRADES.##BMS SUPPLIER TO  MIGRATION OF THE SOFTWARE FROM OLD  COMPUTER TO NEWCOMPUTER WHEN AS  REQUIRED.##CONTRACTOR TO MA  INTENANCE AND TROUBLESHOOTING OF THE BMS  SOFTWAREPLATFORM, INCLUDING BACKUP,  UPDATES, AND SECURITY  PATCHING.##CONTRACTOR TO PROVIDE  UPDATED USER MANUALS, SYSTEM  DOCUMENTATION, ANDTROUBLESHOOTING</p>						

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			<p>GUIDES.##THE INSTALLED BMS MAINLY CONTROLS &amp; MONITORS THE HVAC SYSTEM , ANDMONITORS OTHER ELECTRICAL RELATED SYSTEMSLIKE LIGHTING, ELEVATORS, PUMPS, ETC.##THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN C ALLS WITHOUT DELAY ASPER SITE REQUIREMENT.##THE CONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY ANDPROFICIENTLY WITHOUT DELAY.# #CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FIELD SENSORS AND ITSREADINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FAC TORYCALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDERCOMPREHENSIVE 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</p>						

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			<p>BE GENUINE SPARES FROM OEMOR OEM RECOMMENDED VENDORS.##ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDE AWARRANTY 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 THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.##CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANY SYSTEM FAULTS OR BREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTSREPLACED.##CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR TH</p>						

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			<p>E CORRECTIVEMAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT, DAMAGEANY OF THE EXISTING EQUIPMENT/ STRUCTURE ETE# IF DAMAGED ANY EXISTINGEQUIPMENT BY CONTRACTOR PENALTY WILL BE APPLIED AS PER DEWA REGULATIONS.##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 SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OFNOTIFICATION AS PER BELOW TWO SLA CONDITIONS.##CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FORFORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS TO SHARE DAILY</p>						

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			<p>COMPLAINT ATTENDED LIST  ON DAILY BASIS BEFORE COB. ##RISK  ASSESSMENT, METHOD OF STATEMENT AND  ACTION PLAN TO BE SUBMITTED BEFORE  PROCEEDING WORK, SUCH AS PPM  AND CORRECTIVE MAINTENANCE. ##BUILDING  MAINTENANCE CONTRACT TO BE HANDED OVER  AFTER THE AMC TENURE IF THE AMC AWARDED TO  ANOTHER PARTY  FOR UPCOMING YEAR WITH PRESENCE OF DEWA  SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN  15 DAYS DEWA SUPERVISOR WILL EVALUATE  SNAGS WHICH I  S VALID OR INVALID, 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. THE CONTRACTOR</p>						

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			<p>WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE A  AND APPLICABLE DUE PAYMENT WILL BE RELEASED  BASED ONEmployer VERIFICATION AND  CONFIRMATION.DEWA-CONFIDENTIAL##IN CASE  OF UN-SATISFACT  ORY PERFORMANCE, THE LPO WILL BE  CANCELLEDGIVING 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).B.  SLA CONDITION: -##BASED ON CRITICALITYP 1 -  EMERGENCY: LIFE, PROPERTY, ENVIRONMENT  AND / OR BUSINESSCONTINUITY AT RISK.ITEM:  PRIORITY P1 SLA RESPONSE DETAILSPRIORITY:  P1- EMERG  ENCY (SUCH AS COMMUNICATION ERROR, ALERT,  ALARM,MALFUNCTION OF BMS &amp; DCC PANEL AND  CHILLER PLANTS)TIME TO RESPOND: 30  MINUTESTIME TO  RESOLVE: 4 HOURSTYPICAL (P1- EMERGENCY  PROBLEMS)##SIGNIFICANT IMPACT HAS</p>						

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			OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THEBUSINESS 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						
2		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS) ATHUDAIBA.#	4	JOB				
3		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE AT RAMOOL.	4	JOB				
4		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE AT AL WASAL.	4	JOB				
5		ITEM-00001	COMPREHENSIVE AMC AT BURJ NAHAR	4	JOB				

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

1- COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS)

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

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AT VARIOUS ADMIN BUILDINGS

for more information contact Mohideen - Phone : 553810513  
site visit date : 24.03.2025

### **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.

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**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**