

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332501384  
**DATE** : 30.05.2025  
**REQ No** : 1032502672  
**REQ TITLE** : Comprehensive Annual  
**DELIVERY LOCATION**  
**CLOSING DATE** : 10.06.2025  
**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-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR LPG SYSTEM AT JAPS STAFFACCOMMODATION # SCOPE OF WORK & TECHNICAL SPE CIFICATIONS1. GENERAL REQUIREMENTS:1.1 SITE ASSESSMENT# THE CONTRACTOR SHALL PERFORM A DETAILED SITE INSPECTION FOR BOTHBUILDING A A ND BUILDING B AT JAPS STAFF ACCOMMODATION TO ASSESS THEEXISTING CONDITION OF THE LPG SYSTEM, IDENTIFY OPERATIONAL RISKS,EVALUATE SPA RE PART NEEDS, AND FINALIZE THE LUMP-SUM QUOTE BASED ONACCURATE DATA ALONG WITH APPROXIMATE NECESSARY SPARE PARTS LIST.1.2 CONTRACTO R QUALIFICATION# THE CONTRACTOR MUST HAVE A MINIMUM OF FIVE (5) YEARS OF EXPERIENCE INMAINTAINING CENTRALIZED LPG SYSTEMS IN RESIDEN TIAL FACILITIES.# THE CONTRACTOR SHALL SUBMIT RELEVANT TRADE LICENSES, SAFETYCERTIFICATES, AND CLIENT REFERENCES	4	NO				

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			<p>TO DEMONSTRATE CAPABILITY.1.3 CONTRACT DURATION# THE DURATION OF THE CONTRACT SHALL BE TWELVE (12) MONTHS FROM THE DATE OF AWARD, WITH THE POSSIBILITY OF RENEWAL BASED ON PERFORMANCE.1.4 COMPLIANCE# ALL ACTIVITIES MUST COMPLY WITH DUBAI CIVIL DEFENSE (DCD), DEWA, AND OTHER APPLICABLE UAE SAFETY STANDARDS AND REGULATIONS, INCLUDING HAZARDOUS GAS HANDLING PROTOCOLS.2. SCOPE OF WORK2.1 PREVENTIVE MAINTENANCE SERVICES2.1.1 QUARTERLY PREVENTIVE MAINTENANCE (PPM)# FOUR VISITS ANNUALLY (ONCE EVERY 3 MONTHS), TO BE CONDUCTED IN THE PRESENCE OF DEWA CIVIL DEFENSE STAFF.# STANDARD CHECK LIST TO BE PROVIDED BY THE CONTRACTOR AND FINALIZED WITH DEWA TEAM.DEWA-CONFIDENTIAL# PPM ACTIVITIES SHALL INCLUDE BUT NOT BE LIMITED TO: OIL INSPECTION AND FUNCTIONAL TESTING OF LPG</p>						

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			TANKS, PIPING NETWORKS, PRESSURE REGULATORS,GAS METERS, SOLENOID VALVES, AND DETECTORS.O LEAK DETECTION TEST USING APPROVED GAS LEAK DETECTION METHODS.O CALIBRATION OF GAS DETECTORS AND SE NSORS AS PER MANUFACTURER#SGUIDELINES.O CLEANING AND SERVICING OF STRAINERS, FILTERS, AND PRESSURE GAUGES.O VERIFICATION OF EMERGENC Y SHUT-OFF VALVE FUNCTIONALITY.O LUBRICATION OF MECHANICAL COMPONENTS AND CHECK FOR SIGNS OF WEAR ANDCORROSION.O SUBMISSION OF DETAI LED MAINTENANCE CHECKLIST AND REPORT AFTER EACHVISIT.2.2 EMERGENCY AND BREAKDOWN MAINTENANCE# THE CONTRACTOR SHALL PROVIDE 24X7X365 EMERGENCY RESPONSE SERVICES.# RESPONSE TIME FOR CRITICAL BREAKDOWNS (E.G., GAS LEAK OR SHUTDOWN):WITHIN 3 HOURS OF NOTIFICATION.# BR EAKDOWN SERVICES INCLUDE: O FAULT						

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			ISOLATION, REPAIR, AND SYSTEM RESTORATION. O IMMEDIATE SUPPLY AND INSTALLATION OF GENUINE SPARE PART S.O SAFETY ASSESSMENT AFTER FAULT RECTIFICATION. 2.3 REPAIRS TO EQUIPMENT# THE CONTRACTOR SHALL SUPPLY ALL LABOR, TOOLS, AND CERTIFIED MATERIALS REQUIRED FOR: O MINOR AND MAJOR REPAIRS TO THE SYSTEM. O REPLACEMENT OF FAULTY PARTS SUCH AS VALVES, REGULATORS, METERS, SENSORS, PIPES, AND CONNECTORS. O ANY REPAIR WORK SHALL BE EXECUTED PER MANUFACTURER SPECIFICATIONS AND APPROVED SAFETY PROTOCOLS. O MAJOR REPLACEMENTS SHALL REQUIRE PRIOR APPROVAL FROM DEWA. 2.4 SPARE PARTS & CONSUMABLES# ALL MANDATORY SPARE PARTS REPLACEMENT SHALL BE INCLUDED IN THE CONTRACT.# ONLY GENUINE AND OEM (ORIGINAL EQUIPMENT MANUFACTURER) PARTS SHALL BE USED.# THE CONTRACTOR SHALL MAINTAIN						

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			AN ADEQUATE INVENTORY OF CRITICAL SPAREPARTS.# APPROXIMATE SPARE PARTS LIST TO BE PROVIDED BY THE CONTRACTOR WITHPROPOSAL.3. DELIVER ABLES & DOCUMENTATIONDEWA- CONFIDENTIALDELIVERABLES & REPORTINGTHE CONTRACTOR SHALL PROVIDE THE FOLLOWING DELIVERABLES AS PART OF THE AMC:# MICROSOFT 365 SHARED FOLDER: A DEDICATED SHARED FOLDER MUST BE CREATEDAND MAINTAINED BY THE CONTRACTOR FOR THE SUBMISSION OF A LL REPORTS,SCHEDULES, AND DOCUMENTATION. THE FOLDER STRUCTURE SHALL INCLUDE BUT NOTBE LIMITED TO:O MAINTENANCE SCHEDULES: UPDATED PR EVENTIVE AND CORRECTIVE MAINTENANCESCHEDULES, INDICATING PLANNED VS. ACTUAL PERFORMANCE.O MAINTENANCE LOGS: COMPREHENSIVE LOGS CAPTU RING ALL MAINTENANCE TASKS,OBSERVATIONS, ISSUES ENCOUNTERED, AND THEIR RESOLUTION,						

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			INCLUDING INCIDENT AND ISSUE TRACKERS.O ASSET LIST & CRITICAL SPARE PARTS INVENTORY: UPDATED RECORDS OF ALL INSTALLED LPG SYSTEM COMPONENTS ALONG WITH THE STATUS AND AVAILABILITY OF CR ITICAL SPARE PARTS.O PPM AND CORRECTIVE MAINTENANCE REPORTS: REPORTS FOR ALL PREVENTIVE AND CORRECTIVE ACTIONS TAKEN, INCLUDING SIGN D CHECKLISTS.O DEWA APPROVED PPM AND CORRECTIVE REPORTS: COPIES OF ALL MAINTENANCE REPORTS APPROVED BY DEWA#S CIVIL DEPARTMENT.O LIFE CYCLE MANAGEMENT REPORTS: PREDICTIVE MAINTENANCE DATA INCLUDING COMPONENT CONDITION ANALYSIS, ESTIMATED REMAINING LIFESPAN, AND RECOM MENDED REPLACEMENT TIMELINES, SUBMITTED QUARTERLY.O MONTHLY REPORTS: SUMMARIZING ALL TASKS PERFORMED, FAULTS RECTIFIED,PARTS REPLACE D, AND PENDING ISSUES WITH						

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			RECOMMENDATIONS.O ANNUAL REPORT: A COMPREHENSIVE YEAR-END SUMMARY HIGHLIGHTING TOTALWORK EXECUTED, EQUIPM ENT CONDITION, CRITICAL SNAGS, AND PERFORMANCEEVALUATION WITH IMPROVEMENT SUGGESTIONS.O MONTHLY COMPLIANCE REPORTS (IF APPLICABLE TO LPG SYSTEMS):O INSPECTION REPORTS: POST-INSPECTION REPORTS AFTER MAJOR SERVICING ORBREAKDOWNS, INCLUDING FINDINGS, ACTION TAKEN, AN D SYSTEM UPGRADERECOMMENDATIONS.O STANDARD OPERATING PROCEDURES (SOPS) & EMERGENCY OPERATING PROCEDURES(EOPS): MAINTAINED ON-SITE FO R REFERENCE AND AUDIT. MUST BE REVIEWEDANNUALLY AND UPDATED AS NEEDED.DEWA-CONFIDENTIALO ESCALATION MATRIX & EMERGENCY: CONTRACTOR S HALL PROVIDE AN ESCALATIONMATRIX WITH CONTACT POINTS AND MAINTAIN A LOG OR DASHBOARD OF EMERGENCYCALLS FOR TRANSPARENCY AND MONITORI						

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			<p>NG.# ALL REPORTS SHALL BE SUBMITTED IN SOFT COPIES INTO THE SHARE FOLDERSAND UPDATED BY THE CONTRACTOR.4. PENALTIES FOR NON-COMPLIAN</p> <p>CETO ENSURE SERVICE RELIABILITY AND ACCOUNTABILITY, THE FOLLOWINGPENALTIES SHALL APPLY FOR FAILURE TO MEET THE AGREED SLA TERMS:NON-</p> <p>COMPLIANCE EVENT #PENALTY #EMERGENCY RESPONSE DELAYED BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM THAT QUARTER#S AMC INVOICE #</p> <p>FAILURE TO COMPLETE PPM WITHIN THE SCHEDULED MONTH #10% DEDUCTION PERMITTED PPM FROM THE QUARTER#S AMC PAYMENT #LATE SUBMISSION OF R</p> <p>EPORTS BEYOND THE ALLOWED TIMELINE #2% DEDUCTIONPER REPORT FROM THE MONTHLY OR QUARTERLY INVOICE #FAILURE TO MAINTAIN EMERGENCY CALL</p> <p>TICKET LOG/ESCALATION MATRIX #5%DEDUCTION FROM QUARTERLY INVOICE #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES IN A</p>						



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			<p>QUARTER) #REV</p> <p>IEW OFCONTRACT PERFORMANCE AND POSSIBLE</p> <p>TERMINATION NOTICE #5. HEALTH, SAFETY &amp;</p> <p>ENVIRONMENTAL (HSE) REQUIREMENTS#</p> <p>CONTRACTOR PERSONN</p> <p>EL SHALL FOLLOW SITE-SPECIFIC HSE</p> <p>PROTOCOLS AND BETRAINED IN HANDLING</p> <p>PRESSURIZED AND FLAMMABLE GAS SYSTEMS.#</p> <p>THE CONTRACTOR SHALL S</p> <p>UBMIT: O SAFETY METHOD STATEMENTO RISK</p> <p>ASSESSMENTO EMERGENCY RESPONSE PLAN#</p> <p>ALL WASTE MATERIALS (E.G., DAMAGED PARTS)</p> <p>MUST BE DISPOS</p> <p>ED OF INACCORDANCE WITH LOCAL</p> <p>ENVIRONMENTAL LAWS.DEWA-CONFIDENTIAL6.</p> <p>PAYMENT TERMS# QUARTERLY PAYMENTS SHALL</p> <p>BE MADE UPON COMPLETION</p> <p>OF SCHEDULEDMAINTENANCE VISITS AND</p> <p>SUBMISSION OF DULY SIGNED MAINTENANCE</p> <p>REPORTS BYTHE DEWA CIVIL REPRESENTATIVE.#</p> <p>BREAKDOWN VISITS</p> <p>AND ASSOCIATED WORKS SHALL ALSO BE</p> <p>INVOICED QUARTERLYUNLESS MAJOR WORKS ARE</p>						

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			<p>OUTSIDE THE CONTRACT SCOPE.# ANY ADDITIONAL WORK BEYOND THE SCOPE WILL REQUIRE PRIOR APPROVAL AND ASEPARATE PURCHASE ORDER.7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR SHALL PROVIDE A COMPLI ANCE STATEMENT CONFIRMINGADHERENCE TO ALL APPLICABLE STANDARDS AND REGULATIONS.# ANY CHANGE TO THE SCOPE, SERVICE DELIVERY, OR RESOU RCE ALLOCATION MUSTBE APPROVED BY DEWA BEFORE IMPLEMENTATION.8.SERVICE LEVEL AGREEMENT MATRIX# THE FOLLOWING SERVICE LEVEL AGREEMENT OUTLINES THE MINIMUM PERFORMANCESTANDARDS, RESPONSE TIMELINES, AND ESCALATION PROCEDURES THE CONTRACTORMUST ADHERE TO THROUGHOUT TH E AMC PERIOD.SLA CATEGORY #KPI / REQUIREMENT #PERFORMANCE TARGET #EMERGENCY RESPONSE TIME #TIME TO RESPOND AND MOBILIZE TO EMERGENCY BREAKDOWN CALLS #WITHIN 3 HOURS OF</p>						

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			RECEIVING THE CALL #ON-SITE ATTENDANCE FOR EMERGENCIES #ARRIVAL AND COMMENCEMENT OF EMERGENCY REPAIR WORK #WITHIN 3 HOURS, 24/7/365 #COMPLETION TIME FOR MINOR REPAIRS #RESOLUTION OF ISSUES NOT REQUIRING MAJOR PART REPLACEMENT #WITH IN 24 HOURS OF SITE ATTENDANCE #COMPLETION TIME FOR MAJOR REPAIRS #REPAIRS REQUIRING PART REPLACEMENT OR MATERIAL						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance

### STANDARD TERMS & CONDITIONS

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