

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332501635
DATE : 30.06.2025
REQ No : 1032503119
REQ TITLE : ANNUAL MAINTENANCE
DELIVERY LOCATION
CLOSING DATE : 04.07.2025
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 HVAC SYSTEM AT DCC GUSAI.S.A. SCOPE OF WORK: -##THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OFHVAC SYSTEM (PACKAGE UNIT, DX UNIT, SPLINT UNIT, FREE STANDING UNIT,CASSETTE TYPE UNIT, WINDO W AC, WATER COOLER, AIR CURTAINS, WATER COOLINGCHILLERS AND ALL KIND OF COOLING EQUIPMENT#S, INCLUDING SPARES.##THE QUOTATION WILL B E SUBMITTED AS PER DEWA SPECIFICATION AND SURVEYONLY.##SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGE D AT THE EARLIEST ALSO CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM ANDMUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS.##DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE	4	JOB				

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			<p>MANPOWER TO CARRYOUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.##ALL THE MATERIALS IN GENERAL WILL CONFORM AS PER LATEST STANDARDS A</p> <p>ND SHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTION. SO AS NOT, DAMAGE ANY OF THE</p> <p>EXISTING EQUIPMENT/ STRUCTURE ETC##THE CONTRACTOR SHALL DEPLOY THE SKILLED AC TECHNICIANS FOR CARRYING OUT THE MAINTENANCE WORKS. THE</p> <p>TECHNICIANS SHALL BE APPROVED BY DEWA ENGINEER.##CONTRACTOR TO BE REPLACED DAMAGED BAG AND PREFILTERS AS PER SITE REQUIREMENT.##CONTRACTOR TO MAINTAIN AND REPAIRING OF VFD AND CONTROL PANELS.##SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME</p> <p>OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HOURS EMERGENCY</p>						

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			CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR R OUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OFNOTIFICATION AS PER BELOW TWO SLA CONDITIONS.##ALL MAIN TENANCE 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 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						

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			<p>ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.##CONTRACTOR TO BE PROVIDED US VALID CALI BRATION CERTIFICATES FOR THEALL MEASURING INSTRUMENTS, SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS.##CORRECTIVE MAINTENANCE</p> <p>REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.##ALL C ONTRACTOR TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASISBEFORE COB.##RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTEDBEFORE PROCEEDING WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.##QUARTERLY STATUS REPORT TO BE SUBMITTED FOR BUILD</p> <p>ING HVAC SYSTEM#SCONDITIONS AND REQUIRE REPAIRING SUCH AS AC UNIT, UNIT REPLACEMENT, AC#SPIPE, INSULATION, AC PIPE CLADDING, AIR OUT</p>						

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			<p>LETS, FILTERS, UNIT SETTINGS, AC DUCT, ENVIRONMENT-FRIENDLY GAS, AND VALVES, ETC.##THE CONTRACT PERIOD WILL START FROM THE DATE OF FI RST SERVICE/ VISIT.##MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY. DEWA-CONFIDENTIAL##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 A SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNAGS WHICH IS 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.</p> <p>##THE CONTRACT CAN BE TERMINATED BY EMPLOYER'S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT</p>						

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			<p>EXPLAINING ANY REASON FOR TERMINATION. CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORK DONE 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# N OTICE##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 EXCEPT THE BLOW MAJOR ITEM:##REPLACEMENT CONDENSER & EVAPORATIVE COIL##REPLACEMENT OF AC UNITS.##REPLACEMENT OF VFD PANEL.B. SLA CONDITION: -##BASED ON CRITICALITY P1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT A ND / OR BUSINESS CONTINUITY AT RISK.ITEM: PRIORITY P1 SLA RESPONSE DETAILS PRIORITY:</p>						

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			<p>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 DETAILSPRIORITY: P2 -URGENTTIME TO RESPOND: 30 MINUTESTIME TO</p>						

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			<p>RESOLVE: 8 HOURSTYPICAL (P2- URGENT PROBLEMS)##MINOR IMPACT HAS OCCURRED OR HAS POTENTIAL OF OCCURRING TO THE CLIENT/ BUSINESS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POSSIBLETHREAT OF INJURY.</p> <p>DEWA-CONFIDENTIAL##ENVIRONMENTAL ISSUE PRESENTING POTENTIAL RISK OF MINOR CONTAMINATIONOF RESIDENCE, WORKPLACE OR ENVIRONMENT.P3- RO</p> <p>UTINE: SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT WITHOUT HAVINGA NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY</p> <p>P3 SLA RESPONSE DETAILSPRIORITY: P3-ROUTINETIME TO RESPOND: 1 DAYTIME TO RESOLVE: 2 DAYSTYPICAL (P3- ROUTINE PROBLEMS)##MINOR PRESE</p> <p>NTATION ISSUE.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.C. GENERAL CONDITION & MOBILIZATION</p>						

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			<p>AT SITE OF THE CONTRACT: -##CONTRACTOR SHALL OBTAIN ALL NECESSARY APPROVALS/ CLEARANCE FROMCONCERNED DEWA ENGINEER/SUPERVISOR BEFORE COMMENCING ANY MAINTENANCEACTIVITIES.##SUPERVISOR SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN/ EQUIPMENTDURING THE MAINTENANCE ACTIVITIES AND ALSO MUST ENSURE THAT WORKEXECUTED IS OF HIGHEST STANDARD.##CONTRACTOR SHALL TAKE CARE OF ALL RELATED FORMALITIES LIKEMOBI LIZATION OF STAFF, ENSURING TOOLS & TEST EQUIPMENT#S ARE AVAILABLEAT SITE FOR CARRYING OUT THE CORRECTIVE MAINTENANCE ACTIVITIES.##T RANSPORTATION OF STAFF FROM TO SITE SHALL BE ARRANGED BY THECONTRACTOR.##AFTER AWARDED THE LPO CONTRACTOR TO APPLY FULL TEAM ENTRY P ERMIT FOR6 MONTHS FOR VARIOUS ADMIN BUILDINGS AND JEBEL ALI ACCOMMODATION APPLYFOR 3 MONTHS WITH PROPER SUPPORTING</p>						

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			DOCUMENTS (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 PRECAUTION & SITE CLEANLINESS:						

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			<p>##AREA OF WORK SHALL BE KEPT CLEAN & CLEAR AT ALL TIME S DURING AND AFTER THE WORK. IF ANY WASTE GENERATED, THEN IT SHOULD BE CLEANED AND DISPOSED IMMEDIATELY.##CONTRACTOR MUST ENSURE THAT ALL STAFF INSIDE DEWA PREMISES SHALL FOLLOW DEWA'S SAFETY & ENVIRONMENT RULES AND REGULATIONS.##NO WELDING, FLAME HEAT</p>						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

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
- 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

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

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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