

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332501693  
**DATE** : 07.07.2025  
**REQ No** : 1032503182  
**REQ TITLE** : HVAC SYSTEM 1032503182  
**DELIVERY LOCATION**  
**CLOSING DATE** : 15.07.2025  
**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 VARIOUS ADMINBUILDINGS.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, WINDOW AC, WATER COOLER, AIR CURTAINS, WATER COOLINGCHILLERS AND ALL KINDS OF COOLING EQUIPMENT#S, INCLUDING SPARES.##THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEYONLY.##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 ANDMUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS.##DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE	4	JOB				

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			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 ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTION. SO AS NOT, DAMAGE ANY OF THE EXISTING EQUIPMENT/STRUCTURE ETC##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						

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			<p>EMERGENCY CALL OUT 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.</p> <p>##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 CONCERN 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</p>						

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			<p>CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.##CONTRACTOR TO BE PROVIDED US VALID CALIBRATION CERTIFICATES FOR THEALL MEASURING INSTRUMENTS, SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS.##CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.##ALL CONTRACTOR 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 BUILDING HVAC SYSTEM#SCONDITIONS AND REQUIRE REPAIRING SUCH AS AC UNIT, UNIT REPLACEMENT, AC#SPIPE, INSULATION, AC PIPE CLAD</p>						

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			<p>DING, AIR OUTLETS, FILTERS, UNIT SETTINGS,AC DUCT, ENVIRONMENT-FRIENDLY GAS, AND VALVES, ETC.##THE CONTRACT PERIOD WILL START FROM T</p> <p>HE DATE OF FIRST SERVICE/ VISIT.##MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BECARRIED OUT YEARLY.DEWA-CONFIDENTI</p> <p>AL##BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENUREIF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH P</p> <p>RESENCE OFDEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISORWILL EVALUATE SNAGS WHICH IS VALID OR INVALID, IF FA</p> <p>ILED TO CLEAR THESNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRDPARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED</p> <p>FROM PAYMENT.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE</p>						

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			<p>CONTRACTOR WITHOUT EXPL AINING ANY REASON FORTERMINATION. CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE DUE PAYMENT WIL L BE RELEASED BASED ONEmployer VERIFICATION AND CONFIRMATION.##IN CASE OF UN-SATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLEDGIVI NG 15 DAYS# NOTICE##CONTACT PERSON FOR SITE VISIT MR. AKBAR ALI: 052 8682151(AKBAR.ALI@DEWA.GOV.AE) AND MR. MOHIDEEN: 055 3810513, 0 4 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).ALL SPARE PARTS ARE INCLUDED EXCEPT THE BLOW MAJOR ITEM:##REPLACEMENT CONDENSER &amp; EVAPORATIVE COIL##REPLACEMENT OF AC UNITS.##REPLACEMENT OF VFD PANEL.AS PER BELOW LOCATIONS:1.#AL QUOZ STORE 12.#AL QUOZ CAMP &amp; WM OFFICE3.#JEB EL ALI CABLE PED YARD4.#JEBEL ALI DFO5.#JEBEL ALI WATER FILLING STATION OLD6.#UMM SUQEEM</p>						

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			<p>STORE7.#HABAB COMPLAINT OFFICE8.#SATWA YARD</p> <p>9.#RUWAIYAH SCRAP YARD (OLD)10.#KARAMA METEOROLOGY LAB11.#IBN BATHUTA MALL CHE12.#JEBEL ALI CABLE STORE13.#JEBEL ALI NEW WATER FILIN</p> <p>G OFFICE14.#MANKHOOL EMERGENCY OFFICE15.#PORT RASHID16.#AL HASIYAAN17.#ALFA DFO18.#RASHIDYA DFO19.#LEHAB CABLE YARD20.#FORTE GRAND21</p> <p>.#RASHIDYA STOREB. SLA CONDITION: -##BASED ON CRITICALITYP 1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT AND / OR BUSINESSCONTINUITY AT RISK.ITEM: PRIORITY P1 SLA RESPONSE DETAILS DEWA-CONFIDENTIALPRIORITY: P1- EMERGENCYTIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 4 H OURSTYPICAL (P1- EMERGENCY PROBLEMS)##SIGNIFICANT IMPACT HAS OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THECLIENT / BUSINESS OPERATIO N.##HEALTH AND SAFETY ISSUE. INJURY HAS</p>						

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			<p>OCCURRED OR AND IMMEDIATE THREAT OF INJURY IS PRESENT.##SIGNIFICANT DAMAGE TO PROPERTY HAS OCCURRED.##ANY ENVIRONMENTAL PROBLEM THAT PRESENTS AN IMMEDIATE RISK OF SIGNIFICANT 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 WITHOUT HAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION. ITEM: PRIORITY P2 SLA RESPONSE DETAILS PRIORITY: P2-URGENT TIME TO RESPOND: 30 MINUTE TIME TO RESOLVE: 8 HOURS TYPICAL (P2- URGENT PROBLEMS)##MINOR IMPACT HAS OCCURRED OR HAS POTENTIAL OF OCCURRING TO THE CLIENT/ BUSINESS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POSSIBLE THREAT OF INJURY.##ENVIRONMENT</p>						



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			<p>NTAL ISSUE PRESENTING POTENTIAL RISK OF MINOR CONTAMINATIONOF RESIDENCE, WORKPLACE OR ENVIRONMENT.P3- ROUTINE: SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT WITHOUT HAVINGA NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P3 SLA RESPONSE DETAILSPRIO RITY: P3-ROUTINETIME TO RESPOND: 1 DAYTIME TO RESOLVE: 2 DAYSTYPICAL (P3- ROUTINE PROBLEMS)##MINOR PRESENTATION ISSUE.##POTENTIAL OC CUPATIONAL HEALTH AND SAFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.C. GENERAL CONDITION &amp; MOBILIZATION AT SITE OF THE CONTRACT: -## CONTRACTOR SHALL OBTAIN ALL NECESSARY APPROVALS/ CLEARANCE FROMCONCERNED DEWA ENGINEER/SUPERVISOR BEFORE COMMENCING ANY MAINTENANCEA CTIVITIES.##SUPERVISOR SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN/ EQUIPMENTDURING THE MAINTENANCE ACTIVITIES AND ALSO MUST</p>						

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			<p>ENSURE THAT WORK EXECUTED IS OF HIGHEST STANDARD.##CONTRACTOR SHALL TAKE CARE OF ALL RELATED FORMALITIES LIKE MOBILIZATION OF STAFF, ENSURING TOOLS &amp; TEST EQUIPMENT#S ARE AVAILABLE AT SITE FOR CARRYING OUT THE CORRECTIVE MAINTENANCE ACTIVITIES. DEWA-CONFIDENTIAL##TRANSPORTATION OF STAFF FROM TO SITE SHALL BE ARRANGED BY THE CONTRACTOR.##AFTER AWARDED THE LPO CONTRACTOR TO APPLY FULL TEAM ENTRY PERMIT FOR 6 MONTHS FOR VARIOUS ADMIN BUILDINGS AND JEBEL ALI ACCOMMODATION APPLY FOR 3 MONTHS WITH PROPER SUPPORTING DOCUMENTS (PASSPORT, VISA, E ID 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</p>						

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			MANAGEMENT.##CONTRACTOR SHALL BE RESPONSIBLE FOR ANY DISCREPANCIES OR DAMAGE S OFTHE EXISTING SYSTEM DURING EXECUTION OFTHE WORK.##CONTRACTOR MUST EXECUTE ALL RELATED WORKS REQUIRED, FOR THE SAFEEXECUTION OF M AINTENANCE ACTIVITY, EVEN THOUGH NOT MENTIONED EXPLICITLYIN THE ORDER.##COVID-19 PRECAUTION MEASURE						
2		ITEM-00001	AL QUOZ CAMP & WM OFFICE#	4	JOB				
3		ITEM-00001	JEBEL ALI CABLE PED YARD#	4	JOB				
4		ITEM-00001	JEBEL ALI DFO#	4	JOB				
5		ITEM-00001	JEBEL ALI WATER FILLING STATION OLD#	4	JOB				
6		ITEM-00001	UMM SUQEEM STORE#	4	JOB				
7		ITEM-00001	HABAB COMPLAINT OFFICE#	4	JOB				
8		ITEM-00001	SATWA YARD#	4	JOB				
9		ITEM-00001	RUWAIYAH SCRAP YARD (OLD)#	4	JOB				
10		ITEM-00001	KARAMA METEOROLOGY LAB#	4	JOB				
11		ITEM-00001	IBN BATHUTA MALL CHE#	4	JOB				
12		ITEM-00001	JEBEL ALI CABLE STORE#	4	JOB				

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13		ITEM-00001	JEBEL ALI NEW WATER FILING OFFICE#	4	JOB				
14		ITEM-00001	MANKHOOOL EMERGENCY OFFICE#	4	JOB				
15		ITEM-00001	PORT RASHID#	4	JOB				
16		ITEM-00001	AL HASIYAAN#	4	JOB				
17		ITEM-00001	ALFA DFO#	4	JOB				
18		ITEM-00001	RASHIDYA DFO#	4	JOB				
19		ITEM-00001	LEHAB CABLE YARD#	4	JOB				
20		ITEM-00001	FORTE GRAND#	4	JOB				
21		ITEM-00001	RASHIDYA STORE#	4	JOB				

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### **SPECIAL NOTES / INSTRUCTIONS:**

HVAC SYSTEM COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT VARIOUS ADMINBUILDINGS. fo more information contact Mohideen - Phone : 553810513 site visit date : 10/07/2025 9:00

### **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

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

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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**