

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332502313  
**DATE** : 16.09.2025  
**REQ No** : 1032504353  
**REQ TITLE** : Annual Operation & Maintenance  
**DELIVERY LOCATION**  
**CLOSING DATE** : 22.09.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	ANNUAL OPERATION & MAINTENANCE CONTRACT OF GREY WATER TREATMENT PLANT & SOFTENER SYSTEM @ DEWA ACADEMY BUILDING SATWA (AS PER ATTACH EDSPECIFICATION)#ANNUAL OPERATION & MAINTENANCE CONTRACT OF GREY WATER TREATMENT PLANT & SOFTENER SYSTEM @ DEWA ACADEMY BUILDING SATW ADEWA-CONFIDENTIAL1. GENERAL REQUIREMENTS:# SITE ASSESSMENT: THE CONTRACTOR SHALL VISIT THE SITE TO ASSESS THE EXISTING CONDITIONS OF THE GREY WATER TREATMENT PLANT INCLUDING LOCAL SITE CONDITIONS, PLANT PERFORMANCE, REQUIRED LABOR, AND MATERIAL BEFORE SUBMITTING THE PROPOSAL FOR THE NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT.# EXPERIENCE: THE CONTRACTOR MUST HAVE A MINIMUM OF FIVE YEARS OF EXPERIENCE IN OPERATING AND MAINTAINING SIMILAR GWTP SYSTEMS.# CONTRACT DURATION: THE CONTRACT SHALL BE VALID FOR TWELVE	4	JOB				

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			<p>MONTHS, COMMENCING FROM THE DATE OF AWARD. # COMPLIANCE WITH STANDARDS: THE CONTRACTOR MUST ENSURE ALL MAINTENANCE ACTIVITIES ARE IN LINE WITH DUBAI MUNICIPALITY REGULATIONS AND DEWARE REQUIREMENTS. 2. SCOPE OF WORK: THE CONTRACTOR SHALL PERFORM THE FOLLOWING MAINTENANCE ACTIVITIES AS PART OF THE AMC, WHICH INCLUDE MONTHLY PREVENTIVE MAINTENANCE VISITS, EMERGENCY BREAKDOWN RESPONSE, AND ANNUAL INSPECTIONS. 2.1 PREVENTIVE MAINTENANCE: THE CONTRACTOR SHALL PERFORM PLANNED PREVENTIVE MAINTENANCE TO ENSURE THE EFFICIENT AND CONTINUOUS OPERATION OF THE GWTP SYSTEMS, ADHERING TO MANUFACTURER SPECIFICATIONS AND DM REQUIREMENTS. # MINOR PREVENTIVE MAINTENANCE TASKS (DAILY / MONTHLY VISITS)</p> <p>: THE CONTRACTOR SHALL PROVIDE A DETAILED PREVENTIVE MAINTENANCE DAILY CHECKLIST</p>						

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			<p>ALIGNED WITH THE MANUFACTURER'S RECOMMENDATIONS, COVER AND RING ALL CRITICAL COMPONENTS AND OPERATIONAL PARAMETERS. # TO PROVIDE OPERATOR FOR OPERATING AND MAINTAINING THE GWTP 1 X (09HOURS 6 AM TO 3 PM), 6 DAYS A WEEK &amp; SHALL BE FULLY RESPONSIBLE FOR OPERATION OF GWTP # CONDUCT VISUAL INSPECTIONS OF ALL GWTP COMPONENTS, INCLUDING PUMPS, FILTERS, CONTROL PANELS, SENSORS, VALVES, AND ALL MECHANICAL AND ELECTRICAL EQUIPMENT FOR ANY SIGNS OF WEAR, DAMAGE, OR ABNORMALITIES. # VERIFY ALL SYSTEM PARAMETERS (E.G., FLOW RATE, PRESSURE, CHEMICAL DOSING) TO ENSURE THEY ARE WITHIN THE SPECIFIED LIMITS. # INSPECT AND CLEAN AIR FILTERS, DUST COVERS, AND VENTILATION SYSTEMS TO PREVENT BLOCKAGES. ANNUAL OPERATION &amp; MAINTENANCE CONTRACT OF GREY WATER TREATMENT PLANT &amp; SOFTENER</p>						

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			<p>SYSTEM @ DEWA ACADEMY BUILDING</p> <p>SATWADEWA-CONFIDENTIAL# CHECK AND VERIFY THE PROPER FUNCTIONING OF ELECTRICAL COMPONENTS,INCLUDING CONTACTORS, FUSES, MCBS, AND CONTROL PANELS.# INSPECT AND TEST POWER SYSTEMS TO ENSURE THEY ARE OPERATIONAL IN CASE OF A POWER FAILURE.# CHECK WATER QUALITY PARAMETERS (RAW AND TREATED WATER) AS PER DUBAI MUNICIPALITY STANDARDS</p> <p>.# ENSURE PROPER CLEANING AND MAINTENANCE OF THE STORAGE TANKS AND SLUDGE MANAGEMENT SYSTEMS.# SUBMIT A DETAILED MAINTENANCE REPORT POST-VISIT, OUTLINING ACTIONS TAKEN, ISSUES IDENTIFIED, AND RECOMMENDATIONS.# THE CONTRACTOR SHALL PROVIDE A DETAILED PREVENTIVE MAINTENANCE CHECKLIST ALIGNED WITH THE MANUFACTURER'S RECOMMENDATIONS, COVERING ALL CRITICAL COMPONENTS AND OPERATIONAL PARAMETERS.MAJOR PR</p>						

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			<p>EVENTIVE MAINTENANCE TASKS (QUARTERLY): THE CONTRACTOR SHALL PROVIDE A DETAILED PREVENTIVE MAINTENANCE QUARTERLY CHECKLIST ALIGNED WITH THE MANUFACTURER'S RECOMMENDATIONS, COVERING ALL CRITICAL COMPONENTS AND OPERATIONAL PARAMETERS.# DEEP CLEANING OF ALL PLANT AREAS, INCLUDING THE FILTRATION SYSTEMS, STORAGE TANKS, AND SLUDGE PITS.# COMPREHENSIVE INSPECTION AND TESTING OF CRITICAL COMPONENTS SUCH AS PUMPS, MOTORS, AND CONTROL SYSTEMS.# INSPECT AND REPLACE ANY WEAR-AND-TEAR ITEMS SUCH AS SEALS, GASKETS, VALVES, AND O-RINGS.# PERFORMANCE CALIBRATION OF WATER QUALITY MONITORING EQUIPMENT AND SENSORS.# CHECK THE INTEGRITY OF THE ENTIRE ELECTRICAL DISTRIBUTION NETWORK WITHIN THE GWTP, INCLUDING PANEL BOARDS, TRANSFORMERS, AND CABLES.# SUBMIT A COMPREHENSIVE REPORT OF ALL TASKS</p>						

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			<p>PERFORMED, FINDINGS, AND RECOMMENDATIONS FOR ANY REQUIRED REPLACEMENTS OR REPAIRS. 2.2 EMERGENCY MAINTENANCE &amp; BREAKDOWN RESPONSE: # THE CONTRACTOR SHALL PROVIDE 24/7 EMERGENCY MAINTENANCE SERVICES, WITH AN IMMEDIATE RESPONSE TO BREAKDOWN CALLS, REGARDLESS OF TIME OR DAY. # EMERGENCY RESPONSE TIME SHOULD NOT EXCEED 1 HOUR FROM THE TIME OF CALL LOGGING. # THE CONTRACTOR SHALL MAINTAIN A DEDICATED ON-CALL TEAM FOR EMERGENCY SUPPORT AND ENSURE THE AVAILABILITY OF NECESSARY SPARE PARTS FOR IMMEDIATE REPAIRS. # NO ADDITIONAL PAYMENTS WILL BE MADE FOR EMERGENCY WORK CARRIED OUT OUTSIDE NORMAL WORKING HOURS (E.G., NIGHTS, WEEKENDS, OR HOLIDAYS). ANNUAL OPERATION &amp; MAINTENANCE CONTRACT OF GR</p> <p>EY WATER TREATMENT PLANT &amp; SOFTENER SYSTEM @ DEWA ACADEMY BUILDING</p>						

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			<p>SATWADEWA-CONFIDENTIAL2.3 REPAIRS TO GWTP EQUIPMENT:# THE CONTRACTOR SHALL BE RESPONSIBLE FOR REPAIRING OR REPLACINGDEFECTIVE COMPONENTS AS IDENTIFIED DURING PREVENTIVE MAINTENANCE ORBREAKDOWNS.# ALL REPAIR WORKS SHALL BE CARRIED OUT FOLLOWING MANUFACTURERSPECIFICATIONS AND OPERATIONAL REQUIREMENTS.# THE CONTRACTOR SHALL PROVIDE ALL LABOR, TOOLS, AND MATERIALS NECESSARYFOR THE REPAIR, INCLUDING CONSUMABLES LIKE FUSES, CONTACTORS, ANDVALVES.# IN CASES OF MAJOR REPAIRS OR REPLACEMENTS OF CRITICAL COMPONENTS, THECONTRACTOR MUST OBTAIN DEWA#S APPROVAL AND PROVIDE DETAILED QUOTATIONSAND TIMELINES. ANY REPAIR OR REPLACEMENT BEYOND THE CONTRACT SCOPE SHALLBE QUOTED SEPARATELY AND SUBMITTED TO DEWA FOR APPROVAL. ANY REPAIR WORKBEYOND THE SCOPE OF THE AMC (SUCH AS</p>						

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			<p>STRUCTURAL REPAIRS OR UPGRADES)SHALL BE QUOTED SEPARATELY AND REQUIRE DEWA APPROVAL (SUBJECT TO ADDITIONAL PO ISSUANCE).2.4 INSPECTION &amp; TESTING:# CONDUCT REGULAR PPM INSPECTIONS TO IDENTIFY AND ADDRESS POTENTIAL FAILURES BEFORE THEY OCCUR.# PERFORM COMPREHENSIVE SYSTEM TESTING, INCLUDING FLOW RATES, WATER QUALITY, AND SYSTEM PERFORMANCE POST-REPAIR OR MAINTENANCE.# CONDUCT ANNUAL INSPECTIONS IN COORDINATION WITH DM INSPECTORS TO ENSURE COMPLIANCE WITH LOCAL REGULATIONS.# PROVIDE TEST RESULTS AND DETAILED ANALYSIS FOR EACH INSPECTION AND MAINTENANCE VISIT.2.5 SPARE PARTS &amp; CONSUMABLES MANAGEMENT:# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF ESSENTIAL SPARE PARTS AND CONSUMABLES (E.G., VALVES, SEALS, CONTACTORS, PUMPS, CHEMICALS) TO MINIMIZE DOWNTIME.</p>						



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			ME.# THE CONTRACTOR MUST KEEP PROPER RECORDS AND INVENTORY MANAGEMENT FOR ALL SPARE PARTS, ENSURING THE AVAILABILITY OF CRITICAL COMPONENTS WHEN NEEDED.# THE CONTRACTOR SHALL PROVIDE ALL CHEMICALS FOR ODOR CONTROL, TREATMENT, AND SYSTEM MAINTENANCE AS REQUIRED BY THE GWTP.2.6 ENVIRONMENTAL COMPLIANCE:# THE CONTRACTOR SHALL ENSURE THAT ALL ACTIVITIES COMPLY WITH ENVIRONMENTAL REGULATIONS, INCLUDING THE DISPOSAL OF WASTE, SLUDGE, AND WATER TREATMENT CHEMICALS.# THE CONTRACTOR MUST COORDINATE WITH LOCAL AUTHORITIES FOR ALL NECESSARY PERMITS OR ENVIRONMENTAL CLEARANCES.ANNUAL OPERATION & MAINTENANCE CONTRACT OF GREY WATER TREATMENT PLANT & SOFTENER SYSTEM @ DEWA ACADEMY BUILDING SATWA DEWA-CONFIDENTIAL3. DELIVERABLES & REPORTING:THE CONTRACTOR SHALL PROVIDE THE FOLLOWING DELIVERABLES						

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			<p>AS PART OF THE AMC: # SHARED FOLDER: THE CONTRACTOR MUST MAINTAIN A DEDICATED SHARED FOLDER ON MICROSOFT 365 FOR SUBMITTING ALL REPORTS AND DOCUMENTS. THE FOLDERS SHALL BE STRUCTURED AS FOLLOWS: # DAILY ATTENDANCE: THE CONTRACTOR MUST MAINTAIN ATTENDANCE SHEET. # MAINTENANCE UPDATED SCHEDULES. THE CONTRACTOR MUST MAINTAIN MAINTENANCE SCHEDULE. # DAILY MAINTENANCE LOG: DETAILED LOG SHEETS FOR DAILY OPERATIONS, MAINTENANCE TASKS, AND ANY ISSUES ENCOUNTERED. ISSUE TRACKERS, AND INCIDENT REPORTS. # UPDATED ASSET LIST &amp; CRITICAL SPARE PARTS INVENTORY, ENSURING PARTS AVAILABILITY AND CHEMICALS. # PPM AND CORRECTIVE REPORTS: THE CONTRACTOR MUST MAINTAIN PPM AND CORRECTIVE REPORTS. # D EWA APPROVED PPM AND CORRECTIVE REPORTS: THE CONTRACTOR MUST MAINTAIN APPROVED</p>						

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			PPM AND CORRECTIVE REPORTS# LIFE CYCLE MANAGEMENT: PRE DICTIVE MAINTENANCE REPORTS & SYSTEM LIFECYCLE MANAGEMENT RECORDS. THE CONTRACTOR SHALL SUBMIT A DETAILED REPORT ON COMPONENT CONDITIONS, ESTIMATED REMAINING LIFE, AND RECOMMENDED REPLACEMENT TIMELINES AS PART OF EACH QUARTERLY PREVENTIVE MAINTENANCE VISIT. ALL PREV						

TOTAL AMOUNT IN WORDS:

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### SPECIAL NOTES / INSTRUCTIONS:

Annual Operation <(>&<)> Maintenance Contract of Grey water Treatment Plant <(>&<)> softener system @ DEWA Academy building Satwa

Contact: Thomaskutty / 503014789  
Site Visit: 18 Sep 2025 @ 10:00 AM  
Payment: Quarterly

### STANDARD TERMS & CONDITIONS

1) Prices should be 'DDP' delivery duty paid at DEWA stores.

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

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- 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.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**