

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332502859
DATE : 07.11.2025
REQ No : 1032505327
REQ TITLE : 1- MAINTENANCE 1032505327
DELIVERY LOCATION
CLOSING DATE : 13.11.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	AMC OF BMS AT TCC BUILDING# DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM ATWARSAN TCC & DCC BUI LDINGA. SCOPE OF WORK: -THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OFBMS SYSTEM INCLUDING ALL SPARE PARTS (S UCH AS REPLACEMENT OF DEFECTIVESENSORS, VAV CONTROLS, DAMPER ACTUATORS, FIELD CONTROLLERS, MODULES,FUSES, RELAYS, BREAKERS INSIDE TH E DDC OUTSTATION, DDC CONTROLLERLOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATURE AND RELATIVEHUMIDITY SENSORS, DIFFERENTIAL A IRFLOW SWITCH, WATER METERS, BTU METERS,HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHER ENVIRONMENTAL SENSORS &RECTIFICATION OF COMMUNI CATION CABLES AND LOOPING#S AND UPGRADING OFSOFTWARE, ANTIVIRUS ETC#) SUMMARY OF SCOPES #SR. NO #PREVENTIVE MAINTENANCE	4	JOB				

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			#SERVICES #1 .1 #MONTHLY SITE INSPECTION & FUNCTIONALITY TEST TO BE PERFORM #INCLUDED #1.2 #MONTHLY FINE TUNING (CONTROLLER AND SOFTWARE PARAMETE RS) #INCLUDED #2 #CORRECTIVE MAINTENANCE #2.1 #SPARE PARTS AND CONSUMABLES ITEMS #INCLUDED #2.2 #REPAIRING SERVICES INCLUDING CONTRO L WIRINGS AND DDC PANELS #INCLUDED #2.3 #DATA PROTECTION/RECOVERY #INCLUDED #2.4 #SOFTWARE PATCH UPDATES WITH LATEST VERSION #INCLUD ED #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 RELATIVE HUMIDITY SENSORS #INCLUDED #3.2 #EMERGENCY INTERVENTION (UNLIMITED) #INCLUDED #3.3 #ENE RGY PERFORMANCE & SUSTAINABILITY SERVICES WITH MONTHLY REPORTS#INCLUDED #3.4						

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			#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.##THE COMMENCEMENT OF THE AMC SHALL BE SUBJECT TO AND WILL ONLYCOMMENCE UPON THE SUCCESSFUL TESTING AND COMMISSIONING OF THE UPGRADEDEXISTING BMS SYSTEM.##THE CONTRACTOR SHALL SUPPLY THE LATEST VERSION OF THE COMPUTER ALONGWITH ALL NECESSARY ACCESSORIES, INCLUDING BUT NOT LIMITED TO A LICENSEDOPERATING SYSTEM, MONITOR, KEYBOARD, AND MOUSE. THE CPU SHALL BEEQUIPPED WITH A MINIMUM OF INTER CORE I7, 32 GB RAM, 1 TB						

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			SSD STORAGE,WINDOWS 11 WITH 24# MONITOR AND AN INTEGRATED OR DEDICATED GRAPHICS CARDCAP ABLE OF SUPPORTING BMS VISUALIZATION SOFTWARE. A LICENSED OPERATING SYSTEM SHALL ALSO BE PROVIDED TO ENSURE COMPATIBILITY AND RELIABLE PERFORMANCE OF THE UPGRADED BMS SYSTEM.##THE CONTRACTOR SHALL ENSURE THAT THE UPGRADED BMS SYSTEM IS FULLY COMPATIBLE WITH THE IBMS CENTRALIZED SYSTEM. THIS INCLUDES PROVIDING ALL NECESSARY BACNET, MODBUS, HARDWARE, SOFTWARE, COMMUNICATION PROTOCOLS, AND INTERFACES REQUIRED FOR COMPLETE INTEGRATION AND CENTRALIZED MONITORING.##MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.DEWA-CONFIDENTIAL##MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINABILITY SERVICES TO BE CARRIED OUT AND REPORTS TO BE						

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			SUBMITTED ALONG WITH OBSERVATION ANDRECOMMENDATIONS 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 ACCORDING LY.##DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE, THE BMS COMPONENTS WHICH ARE IDENTIFIED AS FAULT Y ORSHOWING 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.##PPM R EPORTS ALONG WITH QUARTERLY STATUS REPORTS, BMS OVERVIEW AND NEWBMS TRENDS TO BE SUBMITTED ON A QUARTERLY BASIS, AND						

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			BMS 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 ANDUP GRADES.##BMS SUPPLIER TO MIGRATION OF THE SOFTWARE FROM OLD COMPUTER TO NEWCOMPUTER WHEN AS REQUIRED.##CONTRACTOR TO MAINTENANCE AND TROUBLESHOOTING OF THE BMS SOFTWAREPLATFORM, INCLUDING BACKUP, UPDATES, AND SECURITY PATCHING.##CONTRACTOR TO PROVIDE UPDATED USER MANUALS, SYSTEM DOCUMENTATION,						

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			ANDTROUBLESHOOTING GUIDES.##THE INSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, ANDMONITORS OTHER ELECTRICAL RELATED SYSTEMSLIKE LIGHTING, ELEVATORS, PUMPS, ETC..##THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY ASPER SITE REQUIREMENT.##THE CONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY ANDPROFICIENTLY WITHOUT DELAY.##THE CONTRACT OR#S SCOPE SHALL INCLUDE THE VALIDATION OF BMS FIELDSSENSORS AND THEIR TEMPERATURE AND PRESSURE READINGS. ALL SENSORS SHALLBE CALIBRA TED AND VALIDATED IN ACCORDANCE WITH THE MANUFACTURER#SSTANDARDS TO ENSURE ACCURACY. SENSORS FOUND TO BE DEVIATING AFTERCALIBRATION SHALL BE DEEMED FAULTY AND REPLACED UNDER THE COMPREHENSIVEMAINTENANCE SCOPE.##ALL SPARE PARTS REQUIRED FOR THE RECTIFICATION ACTIVI						

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			TY SHOULD BEARRANGED AT THE EARLIEST TO MINIMIZE EQUIPMENT DOWNTIME. THE SPARES MUSTBE GENUINE AND SOURCED FROM THE OEM OR OEM-APPROVED VENDORS.ADDITIONALLY, CRITICAL SPARE PARTS SHOULD BE KEPT ON-SITE TO ALLOWIMMEDIATE REPLACEMENT, ENSURING NO INTERRUPTION TO THE BMS SYSTEM OREQUIPMENT OPERATION.##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						

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			VERIFICATIONAND RECOR D.##CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANYSYSTEM FAULTS OR BREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTSREPLACED.##CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE 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 EQUIPMEN T/ STRUCTURE ETE# IF DAMAGED ANY EXISTINGEQUIPMENT BY CONTRACTOR PENALTY WILL BE APPLIED AS PER DEWA REGULATIONS.##SHOULD WE EXPERIE NCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HOURS EMERGEN CY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO						

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			BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OF NO TIFICATION AS PER BELOW TWO SLA CONDITIONS.##CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASIS BEFORE COB. DEWA-CONFIDENTIAL##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 IS VALID OR INVALID, IF FAILED TO CLEAR THESE SNAGS AS PER SLA DEWA WILL GET THE						

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			RECTIFICATION DONE THROUGH THIRDPARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FORTERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ONEM						
2		ITEM-00001	AMC OF BMS AT DCC BUILDING#	4	JOB				
3		ITEM-00001	UPGRADATION OF BMS AT TCC BUILDING#	1	JOB				
4		ITEM-00001	UPGRADATION OF BMS AT DCC BUILDING#	1	JOB				

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

1- MAINTENANCE

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COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM AT WARSAN
TCC <(>&<)> DCC BUILDING

for more information contact Mohideen - Phone : 553810513

Site Visit Date <(>&<)> Time : 07/11/2025 9:00

Payment Terms : Payments of the contract value will be paid on after
carrying out preventive maintenance service and completion of 3 months
(Quarterly basis).

M/s Acsys Control System is the OEM supplier for the system

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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6)Confidentiality Clause: The Supplier/Service Provider shall treat all information and data (excluding open data) contained in the Purchase Order or obtained by theSupplier/Service Provider in connection with the execution of Works as proprietary and strictly confidential. In particular, the Supplier/ Service Provider shall not publish or disclose any data or information including but not limited to personally identifiable information, government data, project details, specifications, drawings or photographs concerning the Works to any third parties without the prior written consent of the Employer.

If the Supplier/Service Provider is obligated to obtain NOCs / Permits /Permissions for the Project from Government agencies as per the terms and scope of the Contract, the Supplier/Service Provider shall submit only the specific data required for the purpose to the authorized team of the agency, through their prescribed channel / system, subject to information security requirements
The Supplier/Service Provider shall comply with all the applicable data protection laws and regulations.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP