

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332502983
DATE : 20.11.2025
REQ No : 1032505519
REQ TITLE : COMPREHENSIVE AMC OF
DELIVERY LOCATION
CLOSING DATE : 26.11.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIAL COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT BMC BUILDING.#SCOPE OF WORKS:#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF CPM SYSTEM INCLUDING SPARES (SUCH AS REPLACEMENT OF SENSORS, MOTORIZED ACTUATORS AND VALVES (CHILLER & COOLING TOWER), DAMPER ACTUATORS, LEAK DETECTION SENSORS INSIDE CHILLER ROOM, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS IN SIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, UPGRADING OF SOFTWARE, ETC)#THIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) IS INTENDED TO ENSURE THE RELIABLE, EFFICIENT, AND CONTINUOUS OPERATION OF THE CHILLER PLANT MANAGER (CPM) SYSTEM. THE AMC COVERS PREVENTIVE AND CORRECTIVE MAINTENANCE SERVICES, REPLACEMENT OF SPARE PARTS, AND SOFTWARE	4	JOB				

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			UPGRADE TO MAIN TAIN SYSTEM PERFORMANCE, EXTEND EQUIPMENT LIFESPAN, AND IMPROVE ENERGY EFFICIENCY. #AMC INCLUDES CHECKING OF ANY ISSUES OF THE CONTROL WIRING INSIDE THE DDCC OUTSTATION PANELS. #CONTRACTOR SCOPE INCLUDES VALIDATION OF CPM FIELD SENSORS AND ITS READINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE. # ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDED AND WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY. #THE QUOTA TION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY. #DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE MANPOWER TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE. #THE						

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			CONTRACTOR SHALL DEPLOY THE SKILLED TECHNICIANS TO CARRY OUT THE MAINTENANCE WORK. #SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF THE EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24 HOURS 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. #ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/ SUPERVISION OF COMPETENT SUPERVISOR. #PPM ACTIVITIES TO BE CARRIED OUT AS PER THE DEWA CHECK LIST. DEWA-CONFIDENTIAL1 .#PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTH ALONG WITH DETAILS (ASSET NUMBER, MODEL NUMBER, SERIAL NUMBER, DATE, QUANTITY & QUARTER, MAJOR/MINOR) AFTER						

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			VERIFICATION OF DEWA CONCERNSUPERVISOR.2.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERINGCOMPLAINTS.1.#CONTRACTORS SUBMIT THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD.1.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKING DAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.1.#ALL CONTRACTORS TO SHARE DAILY COMPLAINT AT TENDED LIST ON DAILY BASIS BEFORE COB.2.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.3.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.4.#MINIMUM 4 PPM						

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			SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.5.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE A MC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAY S 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.6.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORK DONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VERIFICATION						

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			AND CONFIRMATI ON.7.#IN CASE OF UNSATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLEDGIVING 15 DAYS# NOTICE8.#CONTACT PERSON FOR SITE VISIT MR. AKB AR ALI: 052 8682151(AKBAR.ALI@DEWA.GOV.AE) AND MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).24. PREVENTIVE MAI NTENANCE.#CARRY OUT QUARTERLY PREVENTIVE MAINTENANCE VISITS AS PER DEWASCHEDULE THROUGHOUT THE CONTRACT PERIOD..#INSPECT AND CLEAN A LL CONTROL PANELS, ENSURING THE TIGHTNESS OFELECTRICAL CONNECTIONS AND REMOVAL OF DUST.DEWA-CONFIDENTIAL.#VERIFY THE OPERATION OF AL L SENSORS, FIELD DEVICES, CONTROLLERS,COMMUNICATION MODULES, AND GATEWAYS..#CHECK AND TEST CONTROL SEQUENCES FOR CHILLERS, CONDENSER WATER PUMPS,CHILLED WATER PUMPS, AND COOLING TOWERS INTEGRATED WITHIN THE						

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			CHILLERPLANT MANAGER..#VERIFY COMMUNICATION INTEGRITY BETWEEN CHILLER PLANT MANAGER,CONNECTED EQUIPMENT, AND BUILDING MANAGEMENT SYSTEM (BMS)..#CALIBRATE TEMPERATURE SENSORS, PRESSURE SENSORS, FLOW METERS, AND ENERGY METERS, PROVIDING CALIBRATION CERTIFICATES IF REQUIRED..#PERFORM SIMULATION TESTS ON ALARM POINTS TO VERIFY FUNCTIONALITY AND RESPONSIVENESS..#CHECK AND VERIFY TIME SCHEDULES AND PID PARAMETERS FOR OPTIMIZATION..#INSPECT AND UPDATE FIRMWARE/SOFTWARE OF CONTROLLERS IF REQUIRED AND APPROVED BY DEWA.25. CORRECTIVE MAINTENANCE.#PROVIDE UNLIMITED BREAKDOWN AND CORRECTIVE MAINTENANCE VISITS THROUGHOUT THE CONTRACT PERIOD..#THE CONTRACTOR SHALL RESPOND TO EMERGENCY CALLS PROMPTLY TO MINIMIZE DOWNTIME, IN COMPLIANCE WITH DEWA SLA						

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			REQUIREMENTS..#DIAGNOSE FAULTS AND RESTORE SYSTEM FUNCTIONALITY PROMPTLY, INCLUDING SOFTWARE TROUBLESHOOTING, HARDWARE REPLACEMENT, AND RECONFIGURATION OF DEVICES..#REPAIR OR REPLACE DEFECTIVE PARTS, CONTROLLERS, COMMUNICATION MODULES, OR SENSORS UPON DEWA APPROVAL..#MAINTAIN SYSTEM INTEGRITY DURING CORRECTIVE ACTIONS TO AVOID DISRUPTIONS TO CHILLER PLANT OPERATIONS.26. SYSTEM OPTIMIZATION..#ANALYSE SYSTEM TRENDS AND OPERATIONAL DATA TO IDENTIFY INEFFICIENCIES..#FINE-TUNE CONTROL STRATEGIES FOR OPTIMIZED CHILLER SEQUENCING, PUMP STAGING, AND TOWER FAN OPERATION TO REDUCE ENERGY CONSUMPTION..#REVIEW SETPOINTS AND CONTROL LOGIC WITH DEWA ENGINEERS PERIODICALLY FOR CONTINUOUS IMPROVEMENT..#PROVIDE RECOMMENDATIONS FOR ADVANCED STRATEGIES SUCH AS DEMAND LIMITING, DELTA-T O						

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			PTIMIZATION, AND PEAK LOAD MANAGEMENT IF FEASIBLE WITHIN EXISTING SYSTEMS.27. REPORTING AND DOCUMENTATION.#SUBMIT PREVENTIVE MAINTENANCE REPORTS AFTER EACH VISIT, DETAILING:.#ACTIVITIES CARRIED OUT.#OBSERVATIONS AND FINDINGS.#SYSTEM PERFORMANCE STATUS.#RECOMMENDATIONS FOR CORRECTIVE ACTIONS (IF REQUIRED)DEWA-CONFIDENTIAL.#MAINTAIN BREAKDOWN LOGS WITH DETAILS OF FAULTS, CORRECTIVE ACTIONS,AND PARTS REPLACED..#PROVIDE MONTHLY SUMMARY REPORTS TO DEWA, HIGHLIGHTING SYSTEM HEALTH,FAULTS ATTENDED, AND RECOMMENDATIONS..#SUBMIT AN ANNUAL COMPREHENSIVE SYSTEM HEALTH REPORT WITH TRENDANALYSIS AND IMPROVEMENT SUGGESTIONS.28. TRAINING AND TECHNICAL SUPPORT.#PROVIDE PERIODIC TRAINING TO DEWA OPERATIONS STAFF ON MONITORING THECHILLER PLANT MANAGER, UNDERSTANDING ALARMS, TREND ANALYSIS, AND						

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			BASICT ROUBLESHOOTING..#PROVIDE REMOTE TECHNICAL SUPPORT DURING WORKING HOURS FOR MINORCONFIGURATION AND MONITORING ASSISTANCE..#CONDUCT RE FRESHER TRAINING ANNUALLY OR UPON REQUEST TO ENSUREKNOWLEDGE RETENTION.29. SPARE PARTS COVERAGE (COMPREHENSIVE AMC).#REPLACEMENT OF CRITICAL SPARE PARTS AT NO ADDITIONAL COST DURING AMCPERIOD, INCLUDING BUT NOT LIMITED TO:..#MAIN CONTROLLERS..#/O MODULES AND EXPAN SION CARDS..#POWER SUPPLY MODULES..#NETWORK CARDS AND COMMUNICATION MODULES..#FIELD SENSORS AND ACTUATORS..#ONLY OEM-APPROVED SPARE PARTS WILL BE USED..#MINIMUM SPARE STOCK TO BE MAINTAINED FOR QUICK REPLACEMENT.30. SOFTWARE & SYSTEM UPGRADATION..#PROVISION OF PER IODIC SOFTWARE UPDATES, PATCHES, AND BUG FIXES..#FIRMWARE UPGRADES FOR CPM						

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			CONTROLLERS AND PERIPHERAL DEVICES..#ENHANCEMENTS FOR COM PATIBILITY WITH THE LATEST OPERATING SYSTEMS ANDIT INFRASTRUCTURE..#DATABASE BACKUP, RESTORATION, AND MIGRATION SUPPORT..#CYBERSECUR ITY UPDATES, INCLUDING PATCHES TO ADDRESS VULNERABILITIES..#SOFTWARE CUSTOMIZATION FOR REPORTING, ENERGY ANALYTIC						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT BMC BUILDING.

for more information contact Mohideen - phonne : 553810513

Site visit date : 20/11/2025 9:00

Payment Terms : Quarterly basis

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

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Note: Kindly obtain quotation from OEM, M/s JOHNSON CONTROLS AIR
CONDITIONING.

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.
 - 6) Confidentiality Clause: The Supplier/Service Provider shall treat all information and data (excluding open data) contained in the Purchase Order or obtained by the Supplier/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.

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SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP