

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503043
DATE : 24.11.2025
REQ No : 1032505597
REQ TITLE : AMC of HVAC System at
DELIVERY LOCATION
CLOSING DATE : 04.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	<p>COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT VARIOUS PUMPINGSTATIONS, WELL FIELDS, RESERVOIR AND CHLORINE ROOMS.#INTRODUCTION</p> <p>THIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE HVAC SYSTEMOUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE AND SE RVICING OFTHE RELATED EQUIPMENT AND SYSTEMS. THIS AGREEMENT IS BETWEEN DUBAIELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICE PROVI DERS.THE AMC ENSURES THAT SERVICES ARE PROVIDED THROUGHOUT THE ONE-YEARCONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE RE GULARLYMAINTAINED, MINIMIZING DOWNTIME, AND ACHIEVING OPTIMAL PERFORMANCE INLINE WITH DEWA#S OPERATIONAL AND SAFETY STANDARDS. THE C ONTRACT COVERSPLANNED PREVENTIVE MAINTENANCE, CORRECTIVE MAINTENANCE, AND EMERGENCYRESPONSE AS REQUIRED, ENSURING</p>	4	JOB				

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			<p>THE RELIABLE AND EFFICIENT OPERATION OF THE HVAC SYSTEM ACROSS THE DESIGNATED DEWA FACILITIES. THROUGH THIS AMC, DEWA AIMS TO ENHANCE ASSET LIFE, IMPROVE ENERGY EFFICIENCY, AND MAINTAIN INDOOR ENVIRONMENTAL QUALITY TO SUPPORT THE AUTHORITY'S SUSTAINABILITY OBJECTIVES. THE SERVICE CONTRACTOR SHALL ADHERE STRICTLY TO THE SCOPE, SCHEDULES, AND PERFORMANCE STANDARDS DEFINED IN THIS CONTRACT, ENSURING THAT ALL MAINTENANCE ACTIVITIES ARE DOCUMENTED AND REPORTED FOR VERIFICATION AND COMPLIANCE. #SCOPE OF WORK: 1. #THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVE MAINTENANCE OF HVAC SYSTEM (CHILLER, PACKAGE UNITS, DUCTED SPLIT UNITS, SPLIT UNITS, FREE STANDING UNITS, WINDOW AC UNITS, CASSETTE TYPE UNITS, CHILLED WATER PUMPS, WATER COOLERS AND ALL TYPES</p>						

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			<p>OF FANS INCLUDING SPAREPARTS SUCH AS REPLACEMENT OF COMPRESSOR, FAN MOTOR, ISOLATOR, CONTACTOR, RELAY, CAPACITOR, BELTS, PULLEY, FILTERS, STRAINERS, ELECTRONIC BOARD, THERMOSTAT, ETC</p> <p>#2.#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY.3.#THE CONTRACTOR SHALL PROVIDE TWO TWO SENIOR HVAC TECHNICIANS, ALONG WITH VEHICLES, FOR THE OPERATION, MAINTENANCE, AND DAILY COMPLAINT ATTENDANCE OF HVAC SYSTEMS FROM 07:00 AM TO 06:00 PM, SEVEN (7) DAYS PER WEEK. THE TECHNICIANS SHALL BE SUBJECT TO SELECTION AND APPROVAL BY THE DEWA ENGINEER. DEWA-CONFIDENTIAL 1.#DURING PLANNED PREVENTIVE MAINTENANCE (PPM) ACTIVITIES, THE CONTRACTOR SHALL DEPLOY ADDITIONAL MANPOWER AS REQUIRED TO CARRY OUT AND COMPLETE ALL PREVENTIVE MAINTENANCE WORKS IN</p>						

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			<p>ACCORDANCE WITH THE DEWAPPM SCHEDULE WITHOUT DELAY.2.#THE SPARE PARTS REQUIRED BY THE CONTRACT OR TO CARRY OUT THERECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST & BEFORE THEACTIVITY STARTS ON THE EQUIPMENT.3.#IF THE CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM, THE SPARE PARTS MUST BE KEPT IN A PROPER PLACE & STORED CORRECTLY AND IN A PROPER PLACE WITHIN THEBUILDING PREMISES TO PREVENT ANY DAMAGE OR WARE OR EXPOSURE TO ANYELEMENT THAT CAN CAUSE A DAMAGE TO THE SPARE PART.4.#THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE GENUINE SPARESFROM OEM OR OEM RECOMMENDED VENDORS AND APPROVED BY DEWA ENGINEERS.5.#DURING PPM ACTIVITIES FOR THE HVAC SYSTEM, CONTRACTOR TO VERIFY THECONDITION OF ALL</p>						

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			<p>HVAC COMPONENTS, INCLUDING BUT NOT LIMITED TO FILTERS, DUCTING INSULATION, CONTROL WIRING, DRIER CORES, AND PIPE INSULATION. THIS INCLUDES CONDUCTING A DETAILED INSPECTION OF EACH UNIT, APPLYING LUBRICATION WHERE NECESSARY, PROVIDING A COMPREHENSIVE REPORT ON THE OPERATIONAL STATUS OF EACH UNIT, ADDITIONALLY, IF ANY COMPONENTS ARE FOUND TO BE FAULTY OR MALFUNCTIONING DURING YOUR INSPECTION, THEY MUST BE REPORTED IMMEDIATELY TO THE DEWA SUPERVISOR. UPON RECEIVING APPROVAL, THE REPLACEMENT OF DEFECTIVE COMPONENTS SHOULD BE CARRIED OUT WITHOUT DELAY TO ENSURE THE CONTINUED EFFICIENCY AND RELIABILITY OF THE SYSTEM. 6. #DURING PPM ACTIVITIES FOR THE HVAC SYSTEM, THE CONTRACTOR TO APPLY OR REPAINT THE NECESSARY EQUIPMENT AS PER SITE REQUIREMENTS. 7. #ALL THE MATERIALS THAT WILL</p>						

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			<p>BE PROVIDED BY THE CONTRACTOR FOR THE USE IN ANY ACTIVITY RELATED TO THIS AMC SCOPE OF WORK MUST BE CONFIRMED AND APPROVED PRIOR BY DEWA ENGINEERS AND AS PER THE LATEST STANDARDS APPROVED AND IMPLEMENTED IN DEWA.8.#IT#S MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS AMC CONTRACT</p> <p>TO TAKE ALL PRECAUTIONS AND SAFETY MEASURES WHEN CARRYING OUT ANY KIND OF ACTIVITY RELATED TO THIS AMC SCOPE OF WORK.9.#ITS MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS ANNUAL MAINTENANCE CONTRACT TO CARRIED OUT ANY ACTIVITY RELATED TO THIS CONTRACT SCOPE OF WORK IN WAY THAT MUST NOT CAUSE ANY DAMAGE, FAILURE, WARE, BREAKDOWN AND MALFUNCTION TO ANY OF THE EXISTING EQUIPMENT/STRUCTURE OR ANY PROPERTIES OF DEWA.DEWA-CONFIDENTIAL1.#THE CONTRACTOR</p>						

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			<p>WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY AND PROVIDE KNOWLEDGEABLE & PROFESSIONAL AC TECHNICIANS FOR CARRYING OUT THE MAINTENANCE WORK & ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT. 2.#THE CONTRACTOR WHO ACCEPTS & SIGN THIS AMC MUST CLEAN CONDENSER AND COOLING COIL AND FILTERS AS WELL AS PER SITE REQUIREMENT & AS PER DEWASITE SUPERVISOR RECOMMENDATION. 3.#CONTRACTOR TO REPORT & REPLACE THE DAMAGED FILTERS, DRIER CORE AND CONTROL WIRINGS AS PER SITE REQUIREMENT. 4.#CONTRACTORS ARE REQUIRED TO REPORT, MAINTAIN, AND REPAIR ALL VARIABLE FREQUENCY DRIVES (VFDS) AND CONTROL PANELS IN THE EVENT OF ANY DAMAGE, MALFUNCTION OR FAILURE AT THE FACILITY. 5.#THE CONTRACTOR SHALL BE RESPONSIBLE FOR REPORTING AND CARRYING OUT REPAIRS OR REPLACEMENT OF SUCTION AND RETURN PIPE</p>						

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			<p>INSULATION AND DUCT INSULATION WITH CLOTH FOSTER AS PER SITE REQUIREMENTS AND INSTRUCTIONS FROM THE SITE SUPERVISOR. 6.#THE CONTRACTOR IS REQUIRED TO MAINTAIN ALL DRINKING WATER COOLERS AND FILTRATION SYSTEM FILTERS AT THE SITE, THIS INCLUDES REGULAR CLEANING AND SERVICING OF ALL DRINKING WATER COOLERS, MAINTENANCE OF THE FILTRATION SYSTEM TO ENSURE WATER QUALITY STANDARDS ARE CONSISTENTLY MET AND REPLACEMENT OF FILTERS ON A MONTHLY BASIS, OR AS REQUIRED BY SITE CONDITIONS, TO MAINTAIN HYGIENE AND OPERATIONAL EFFICIENCY. 7.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RESPOND TO ANY EMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDER THIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION AS PER THE TWO SLA CONDITION</p>						

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			<p>S MENTIONED IN THIS CONTRACT.8.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RECEIVEEMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THEEXPIRY OF THIS AMC.9.#THE CONTRACTOR WHO AGREES & SIGNED THIS AMC MUST PROVIDE COMPETENTSUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THEEQUIPMENT UNDER THIS CONTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISORTO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPHWILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BEAPPROVED OR REJECTED.10.#ALL THE TECHNICAL PERSONALS PROVIDED BY THE CONTRACTOR WHO SIGNED &ACCEPTED THIS AMC SHALL BE APPROVED BY DEWA ENGINEERS RESPONSIBLE FORTHE RELATED SCOPE OF WORK.11.#DEWA HAS THE RIGHT TO REQUEST A COMPREHENSIVE REPORT FOR ANYACTIVITY</p>						

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			<p>CARRIED OUT BY THE CONTRACTOR TO THE EQUIPMENT OR ITS RELATED AUXILIARIES FALLING UNDER THIS CONTRACT. THE REPORT MUST BE PRESENTED & SUBMITTED WITH SUFFICIENT INFORMATION, PICTURES, AND VIDEOS OF THE WORK PROCESS AND PROCEDURES CARRIED OUT. DEWA-CONFIDENTIAL 1.# ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST BE CARRIED OUT AS PER THE APPROVED DEWA CHECK LIST GIVEN BY THE APPROVED DEWA SUPERVISOR. 2.# THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST INCLUDE & SUBMIT THEIR OWN WORK CHECK LIST FOR EVALUATION & VERIFICATION BY DEWA ON QUARTERLY BASIS. 3.# 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)</p>						

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			AFTER VERIFICATION OF DEWA CONCERNSUPERVISOR.4.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERING COMPLAINTS.5.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PROVIDE VALIDCALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENTUSED IN MAINTENANCE ACTIVITY OR ANY CALIBRATION DEVICES USED INMAINT						
2		ITEM-00001	WELL FIELDS	4	JOB				
3		ITEM-00001	RESERVOIRS	4	JOB				
4		ITEM-00001	CHLORINE ROOM	4	JOB				

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

AMC of HVAC System at Various Pumping stations, Well Fields, Reservoir and Chlorine Rooms.

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AS PER ATTACHED SOW

for more information please contact : Mohideen / 553810513

Site Visit Date <(>&<(> Time : 26/11/2025 9 am

Payment Terms : Quarterly basis

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

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The Supplier/Service Provider shall comply with all the applicable data protection laws and regulations.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP