

RFQ NUMBER : 2332503043

DATE : 24.11.2025

REQ No : 1032505597

REQ TITLE : AMC of HVAC System at

DELIVERY LOCATION

CLOSING DATE : 28.11.2025

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE OF	4	JOB				
			HVAC SYSTEM AT VARIOUS PUMPINGSTATIONS,						
			WELL FIELDS, RESERVOIR AND CHLORINE						
			ROOMS.#INTRODUCTION						
			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						



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			THE RELIABLE AND E						
			FFICIENT OPERATION OFTHE HVAC SYSTEM						
			ACROSS THE DESIGNATED DEWA						
			FACILITIES.THROUGH THIS AMC, DEWA AIMS TO						
			ENHANCE ASSET LIFE, IMPROV						
			E ENERGYEFFICIENCY, AND MAINTAIN INDOOR						
			ENVIRONMENTAL QUALITY TO SUPPORT						
			THEAUTHORITY#S SUSTAINABILITY OBJECTIVES.						
			THE SERVICE CONTR						
			ACTOR SHALLADHERE STRICTLY TO THE SCOPE,						
			SCHEDULES, AND PERFORMANCE						
			STANDARDSDEFINED IN THIS CONTRACT,						
			ENSURING THAT ALL MAINTENANCE						
			ACTIVITIES AREDOCUMENTED AND REPORTED						
			FOR VERIFICATION AND COMPLIANCE.#SCOPE OF						
			WORK:1.#THE CONTRACTOR IS REQUIRED TO						
			QUOTE LUMP SU						
			M PRICE FOR COMPREHENSIVEMAINTENANCE OF						
			HVAC SYSTEM (CHILLER, PACKAGE UNITS, DUCTED						
			SPLIT UNITS, SPLIT UNITS, FREE STANDING UNITS,						
			WI						
			NDOW AC UNITS, CASSETTE TYPE UNITS, CHILLED						
			WATER PUMPS, WATER COOLERS AND ALL TYPES						



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			OF FANS INCLUDING SPAREPARTS SUCH AS						
			REPLACEMENT						
			OF COMPRESSOR, FAN MOTOR, ISOLATOR,						
			CONTACTOR, RELAY, CAPACITOR, BELTS, PULLEY,						
			FILTERS, STRAINERS, ELECTRONIC						
			BOARD,THERMOSTAT, ETC						
			#2.#THE QUOTATION WILL BE SUBMITTED AS PER						
			DEWA SPECIFICATION AND SURVEYONLY.3.#THE						
			CONTRACTOR SHALL PROVIDE TWO TWO SENIOR						
			HVAC TEC						
			HNICIANS, ALONGWITH VEHICLES, FOR THE						
			OPERATION, MAINTENANCE, AND DAILY						
			COMPLAINTATTENDANCE OF HVAC SYSTEMS						
			FROM 07:00 AM TO 06:00 P						
			M, SEVEN (7) DAYS PERWEEK. THE TECHNICIANS						
			SHALL BE SUBJECT TO SELECTION AND APPROVAL						
			BY THEDEWA						
			ENGINEER.DEWA-CONFIDENTIAL1.#DURING						
			PLANNED PREVENTIVE MAINTENANCE (PPM)						
			ACTIVITIES, THECONTRACTOR SHALL DEPLOY						
			ADDITIONAL MANPOWER AS REQUIRED TO CARRY						
			OUT ANDCOMPLET						
			E ALL PREVENTIVE MAINTENANCE WORKS IN		1				



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			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 KEEPTHE EQUIPMENT DOWN TIME TO						
			MINIMUM, THE SPARE PARTS MUST BE KEPT IN						
			APROPE						
			R 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 RECOM						
1			MENDED VENDORS AND APPROVED BY DEWA						
			ENGINEERS.5.#DURING PPM ACTIVITIES FOR THE						
			HVAC SYSTEM, CONTRACTOR TO VERIFY						
			THECONDITION OF ALL						



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			HVAC COMPONENTS, INCLUDING BUT NOT						
			LIMITED TO FILTERS, DUCTING INSULATION,						
			CONTROL WIRING, DRIER CORES, AND PIPE						
			INSULATION.THIS INC						
			LUDES CONDUCTING A DETAILED INSPECTION OF						
			EACH UNIT, APPLYINGLUBRICATION WHERE						
			NECESSARY, PROVIDING A COMPREHENSIVE						
			REPORT ON THEOPE						
			RATIONAL STATUS OF EACH UNIT, ADDITIONALLY,						
			IF ANY COMPONENTS AREFOUND TO BE FAULTY						
			OR MALFUNCTIONING DURING YOUR INSPECTION,						
			THEY M						
			USTBE REPORTED IMMEDIATELY TO THE DEWA						
			SUPERVISOR. UPON RECEIVING APPROVAL,THE						
			REPLACEMENT OF DEFECTIVE COMPONENTS						
			SHOULD BE CARRIED						
			OUT WITHOUTDELAY TO ENSURE THE CONTINUED						
			EFFICIENCY AND RELIABILITY OF THE						
			SYSTEM.6.#DURING PPM ACTIVITIES FOR THE						
			HVAC SYSTEM, THE						
			CONTRACTOR TO APPLYOR REPAINT THE						
			NECESSARY EQUIPMENT AS PER SITE						
			REQUIREMENTS.7.#ALL THE MATERIALS THAT WILL						



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			BE PROVIDED BY THE CO						
			NTRACTOR FOR THEUSE IN ANY ACTIVITY						
			RELATED TO THIS AMC SCOPE OF WORK MUST BE						
			CONFIRMEDAND APPROVED PRIOR BY DEWA						
			ENGINEERS AND AS P						
			ER THE LATEST STANDARDSAPPROVED AND						
			IMPLEMENTED IN DEWA.8.#IT#S MANDATORY FOR						
			THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS						
			AMCCONTRACT						
			TO TAKE ALL PRECAUTIONS AND SAFETY						
			MEASURES WHEN CARRYING OUTANY KIND OF						
			ACTIVITY RELATED TO THIS AMC SCOPE OF						
			WORK.9.#ITS MANDATOR						
			Y FOR THE CONTRACTOR WHO WILL ACCEPT &						
			SIGN THIS ANNUALMAINTENANCE CONTRACT TO						
			CARRIED OUT ANY ACTIVITY RELATED TO						
			THISCONTRACT SCOP						
			E 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						
1			DEWA.DEWA-CONFIDENTIAL1.#THE CONTRACTOR		1				



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			WHO ACCEPTS AND SIGNS THIS AMC MUST						
			DEPLOY ANDPROVIDE KNOWLEDGEABLE & P						
			ROFESSIONAL AC TECHNICIANS FOR CARRYING						
			OUT THEMAINTENANCE WORK & ANY RELATED						
			MAINTENANCE ACTIVITY TO THE						
			EQUIPMENT.2.#THE CONTRACTO						
			R WHO ACCEPTS & SIGN THIS AMC MUST CLEAN						
			CONDENSER ANDCOOLING COIL AND FILTERS AS						
			WELL AS PER SITE REQUIREMENT & AS PER						
			DEWASITE SUP						
			ERVISOR RECOMMENDATION.3.#CONTRACTOR TO						
			REPORT & REPLACE THE DAMAGED FILTERS,						
			DRIER CORE ANDCONTROL WIRINGS AS PER SITE						
			REQUIREMENT.						
			4.#CONTRACTORS ARE REQUIRED TO REPORT,						
			MAINTAIN, AND REPAIR ALLVARIABLE FREQUENCY						
			DRIVES (VFDS) AND CONTROL PANELS IN THE						
			EVENT OF A						
			NYDAMAGE, MALFUNCTION OR FAILURE AT THE						
			FACILITY.5.#THE CONTRACTOR SHALL BE						
			RESPONSIBLE FOR REPORTING AND CARRYING						
			OUTREPAIRS OR REP						
			LACEMENT OF SUCTION AND RETURN PIPE						



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			INSULATION AND DUCTINSULATION WITH CLOTH						
			FOSTER AS PER SITE REQUIREMENTS AND						
			INSTRUCTIONSFROM TH						
			E SITE SUPERVISOR.6.#THE CONTRACTOR IS						
			REQUIRED TO MAINTAIN ALL DRINKING WATER						
			COOLERSAND FILTRATION SYSTEM FILTERS AT						
			THE SITE, THI						
			S INCLUDES REGULARCLEANING AND SERVICING						
			OF ALL DRINKING WATER COOLERS,						
			MAINTENANCE OF THEFILTRATION SYSTEM TO						
			ENSURE WATER QUALITY						
			STANDARDS ARE CONSISTENTLY METAND						
			REPLACEMENT OF FILTERS ON A MONTHLY BASIS,						
			OR AS REQUIRED BY SITECONDITIONS, TO						
			MAINTAIN HYGIENE A						
			ND OPERATIONAL EFFICIENCY.7.#THE						
			CONTRACTOR WHO ACCEPTS AND SIGNED THIS						
			AMC MUST RESPONSE TO ANYEMERGENCY CALL						
			OR BREAKDOWN CALL REL						
			ATED TO ANY EQUIPMENT FALLING UNDERTHIS						
			CONTRACT WITHIN 30 MINUTES AFTER THE						
			RECEIPT OF THE NOTIFICATION ASPER THE TWO						
			SLA CONDITION						



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			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 SUP						
			ERVISE 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						
			BEAPPROV						
			ED OR REJECTED.10.#ALL THE TECHNICAL						
			PERSONALS PROVIDED BY THE CONTRACTOR						
			WHO SIGNED &ACCEPTED THIS AMC SHALL BE						
			APPROVED BY DEWA EN						
			GINEERS RESPONSIBLE FORTHE RELATED SCOPE						
			OF WORK.11.#DEWA HAS THE RIGHT TO REQUEST						
			A COMPREHENSIVE REPORT FOR ANYACTIVITY						



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			CARRIED OU						
			T BY THE CONTRACTOR TO THE EQUIPMENT OR						
			ITS RELATEDAUXILIARIES FALLING UNDER THIS						
			CONTRACT. THE REPORT MUST BE PRESENTED						
			&SUBMITTED						
			WITH SUFFICIENT INFORMATION, PICTURES, AND						
			VIDEOS OF THE WORKPROCESS AND						
			PROCEDURES CARRIED						
			OUT.DEWA-CONFIDENTIAL1.#ALL PPM ACTIVITI						
			ES CARRIED OUT BY THE CONTRACTOR WHO						
			AGREES & SIGNSTHIS AMC MUST BE CARRIED OUT						
			AS PER THE APPROVED DEWA CHECK LIST						
			GIVENBY THE APPO						
			INTED DEWA SUPERVISOR.2.#THE CONTRACTOR						
			WHO AGREES & SIGNS THIS AMC MUST INCLUDE &						
			SUBMITTHEIR OWN WORK CHECK LIST FOR						
			EVALUATION &						
			VERIFICATION BY DEWA ONQUARTERLY						
			BASIS.3.#PPM REPORTS SOFT COPY TO BE						
			SUBMITTED BEFORE 10TH OF EVERY						
			MONTHALONG WITH DETAILS (ASSET						
			NUMBER, MODEL NUMBER, SERIAL NUMBER,						
			DATE, QUANTITY & QUARTER, MAJOR/MINOR)						



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CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
			AFTER VERIFICATION OF DEWA CONCERNSUPERVISOR.4.#CONTRACTO R TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERING COMPLAINTS.5.#THE CONTRACTOR WHO AGREES & SIG NS THIS AMC MUST PROVIDE VALIDCALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENTUSED IN MAINTENANCE ACTIVITY OR A NY 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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CLOSING TIME : 10:00:00

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