

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332503163  
**DATE** : 08.12.2025  
**REQ No** : 1032505798  
**REQ TITLE** : AMC for CCTV System @  
**DELIVERY LOCATION**  
**CLOSING DATE** : 12.12.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM @ DEWA H-STATION FAMILY ANDBACHELOR#S ACCOMMODATION BUILDING WARSANDEWA-CONFIDENTIALINTR ODUCTION:THIS DOCUMENT OUTLINES THE TERMS AND REQUIREMENTS FOR THE ANNUALMAINTENANCE CONTRACT (AMC) OF THE CCTV SURVEILLANCE SYSTEM. THEOBJECTIVE IS TO ENSURE THAT THE SYSTEM REMAINS FULLY OPERATIONAL,SECURE, AND COMPLIANT WITH ALL RELEVANT REGULATIONS THROUGHOUT THECONTRACT PERIOD. ALL MAINTENANCE ACTIVITIES DESCRIBED HEREIN ARE TO BEPERFORMED BY QUALIFIED PERSONNEL WITH ADEQUATE EXPERIENCE I N CCTV SYSTEMMANAGEMENT.GENERAL SCOPE OF WORK:A. THE CONTRACTOR SHALL PROVIDE COMPREHENSIVE ANNUAL MAINTENANCESERVICES FOR THE CCTV SYSTEM INSTALLED AT THE SPECIFIED LOCATION, INCOMPLIANCE WITH THE DUBAI AUTHORITY CODES AND REGULATIONS.B. THE MAINTENANCE	4	JOB				

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			<p>CONTRACT COVERS THE REGULAR INSPECTION, PREVENTIVEMAINTENANCE, TROUBLESHOOTING, REPAIRS, AND NECESSARY REPLACEMENTS OF THECCTV SYSTEM COMPONE NTS.C. THE CONTRACTOR SHALL ENSURE THAT THE CCTV SYSTEM OPERATES EFFICIENTLYAND EFFECTIVELY, PROVIDING UNINTERRUPTED SURVEILLANCE AN D RECORDINGCAPABILITIES.D. ALL DEVICES HAVE TO BE CLEANED AND TESTED EACH QUARTER.E. SERVICE TO BE CARRIED OUT IN THE PRESENCE OF DE WA STAFF ONLYF. THE CONTRACT PERIOD WILL START FROM THE DATE OF THE FIRST SERVICE/VISIT.SYSTEM COMPONENTS COVERED:A. IP CCTV CAMERAS : THE CONTRACTOR SHALL INSPECT AND CLEAN THE CCTVCAMERAS, INCLUDING LENSES AND HOUSINGS. THEY SHALL ALSO CHECK THE CAMERAConnections , ADJUST CAMERA ANGLES IF NECESSARY, AND REPLACE ANY FAULTYCAMERAS.B. NETWORK</p>						

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			<p>VIDEO RECORDERS (NVRs): THE CONTRACTOR SHALL INSPECT AND MAINTAIN THE NVRs, INCLUDING CHECKING THEIR CONNECTIONS, ENSURING PROPER RECORDING AND STORAGE FUNCTIONALITY, AND REPLACING FAULTY NVR UNITS IF REQUIRED. C. LIVE VIEW DECODERS: THE CONTRACTOR SHALL INSPECT AND MAINTAIN THE LIVE VIEW DECODERS, ENSURING THEY ARE FUNCTIONING CORRECTLY AND REPLACING ANY DEFECTIVE UNITS AS NEEDED. D. 8T ENTERPRISE HDDS: THE CONTRACTOR SHALL ENSURE THE PROPER FUNCTIONING AND STORAGE CAPACITY OF THE HARD DISK DRIVES (HDDs) IN THE CCTV SYSTEM. THEY SHALL REPLACE FAULTY HDDs AND OPTIMIZE STORAGE AS REQUIRED. E. VIDEO MANAGEMENT SERVERS: THE CONTRACTOR SHALL INSPECT AND MAINTAIN THE VIDEO MANAGEMENT SERVERS, INCLUDING HARDWARE CHECKS, SOFTWARE UPDATES, AND SYSTEM</p>						

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			OPTIMIZATION.ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM @ DEWA H-STATION FAMILY ANDBACHELOR#S ACCOMMODATI ON BUILDING WARSANDEWA-CONFIDENTIALF. OPERATORS CONSOLES: THE CONTRACTOR SHALL INSPECT AND MAINTAIN THEOPERATOR CONSOLES, INCLUDING CHECKING THEIR CONNECTIONS, REPLACINGFAULTY COMPONENTS, AND ENSURING PROPER FUNCTIONALITY.G. NETWORK SWITCHES: THE CONTRACTOR SHALL INSPECT AND MAINTAIN THENETWORK SWITCHES, INCLUDING CHECKING CONNECTIONS, TROUBLESHOOTINGNETWORK ISSUES, AND REPLACING FAULTY SWITCH ES IF NECESSARY.H. UNINTERRUPTABLE POWER SUPPLY (UPS) UNIT: THE CONTRACTOR SHALL INSPECTAND MAINTAIN THE UPS UNIT, ENSURING UNINTERR UPTED POWER SUPPLY TO THECCTV SYSTEM. THEY SHALL REPLACE FAULTY COMPONENTS, TEST BATTERY BACKUPSYSTEMS, AND PERFORM NECESSARY REPAIR						

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			<p>S.I. STRUCTURED CABLE: THE CONTRACTOR SHALL INSPECT AND MAINTAIN THESTRUCTURED CABLING SYSTEM, INCLUDING CHECKING CABLE CONNECTIONS, RE-TERMINATING DAMAGED CABLES, AND REPLACING FAULTY CABLES ORCONNECTORS.7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR MUST SUBMIT A COMP LIANCE STATEMENT CONFIRMING ADHERENCETO ALL RELEVANT STANDARDS AND REGULATIONS.# ANY DEVIATION FROM SCOPE OR SCHEDULE MUST BE PRE-AP PROVED BY DEWA INWRITING. 8. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI /REQUIREMENT #PERFORMANCE TARGET #EMERGENCY RESP ONSE #RESPONSE TO CRI##CAULTS #WITHIN 2 HOURS #PPM COMPLE##ON #MONTHLYSITS COMPLETED #100% ON SCHEDULE #MINOR REPAIRS #RE C##FICA##ON ##MELINE #WITHIN#MAJOR REPAIRS #REC##FICA##ON#FIVEHOURS OR MUTUALLYAGREED #MONTHLY REPOR##NG #</p>						

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			<p>SUBMISSION OF ANNUAL SUMMARY REPORT #SYSTEM PERFORMANCE AND IMPROVEMENT PLAN #1MONTH BEFORE CONTRACT EXPIRY #REPORT SUBMISSION #ANNUAL PPM BREAKDOWN #WITHIN 2 WORKING DAYS #PREVENTIVE MAINTENANCE:A. THE CONTRACTOR SHALL CONDUCT REGULAR PREVENTIVE MAINTENANCE VISITS AS PER THE AGREED SCHEDULE (QUARTERLY) TO ENSURE THE CCTV SYSTEM'S OPTIMAL PERFORMANCE.B. PREVENTIVE MAINTENANCE INCLUDES CHECKING THE SYSTEM COMPONENTS, CLEANING CAMERAS AND LENSES, INSPECTING AND TESTING CABLES, VERIFYING POWER SUPPLY SYSTEMS, AND CONDUCTING NECESSARY SOFTWARE UPDATES AND PATCHES.CORRECTIVE MAINTENANCE:A. THE CONTRACTOR SHALL PROMPTLY RESPOND TO ANY REPORTED ISSUES OR MALFUNCTIONS IN THE CCTV SYSTEM.B. CORRECTIVE MAINTENANCE INCLUDES</p>						

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			<p> TROUBLESHOOTING SYSTEM  FAULTS,DIAGNOSING AND RECTIFYING SOFTWARE  AND HARDWARE ISSUES, REPLACING  FAULTYCOMPONENTS, AND RESTORING THE  SYSTEM'S FUNCTIONALITY  WITHIN THE SHORTESTPOSSIBLE  TIME.EMERGENCY SUPPORT:A. THE CONTRACTOR  SHALL PROVIDE 24/7 EMERGENCY SUPPORT TO  ADDRESS ANYCRITICAL FAI  LURES OR INCIDENTS AFFECTING THE CCTV  SYSTEM'S OPERATION.B. EMERGENCY SUPPORT  SHOULD INCLUDE RAPID RESPONSE  TIME,TROUBLESHOOTING, AN  D NECESSARY REPAIRS OR REPLACEMENTS TO  RESTORE THESYSTEM'S  FUNCTIONALITY.REPORTING AND  DOCUMENTATION:A. THE CONTRACTOR SHALL  MAINTAI  N A DETAILED RECORD OF ALL  MAINTENANCEACTIVITIES, INCLUDING INSPECTION  REPORTS, REPAIRS PERFORMED,  COMPONENTREPLACEMENTS, AND ANY RE  COMMENDATIONS FOR SYSTEM IMPROVEMENTS.B. </p>						

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			<p>THE CONTRACTOR SHALL PROVIDE REGULAR MAINTENANCE REPORTS TO THECLIENT, SUMMARIZING THE WORK CONDUCTED, SYSTEM PERFORMANCE, AND ANYIDENTIFIED ISSUES OR RECOMMENDATIONS FOR FURTHER ACTIONS.SPARE PARTS AND CONSUMABLES:A. THE C</p> <p>ONTRACTOR SHALL MAINTAIN AN INVENTORY OF ESSENTIAL SPARE PARTSAND CONSUMABLES REQUIRED FOR THE MAINTENANCE AND REPAIR OF THE CCTVSYS</p> <p>TEM.B. SPARE PARTS AND CONSUMABLES SHALL BE OF HIGH QUALITY AND COMPLIANTWITH THE DUBAI AUTHORITY CODES AND REGULATIONS.BREAKDOWN CA</p> <p>LL:ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM @ DEWA H-STATION FAMILY ANDBACHELOR#S ACCOMMODATION BUILDING WARSANDEWA-CONFIDENTIAL#</p> <p>ALL EMERGENCY MAINTENANCE CALLS ARE TO BE ATTENDED TO IMMEDIATELY 24X7ROUND THE CLOCK 365 DAYS.REPAIRS TO PLANT &amp; EQUIPMENT:# IT WI</p>						



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			<p>LL BE THE OBJECTIVE OF THE AGREEMENT THAT THE CONTRACTOR WILL PROVIDE ALL LABOR, NECESSARY FOR MAINTAINING THE EQUIPMENT IN GOOD OPERATING CONDITION, FURNISH REMEDIAL MAINTENANCE AND PROVIDES A TEAM OF ENGINEERS TO KEEP THE EQUIPMENT WORKING UP TO THE MANUFACTURER'S SPECIFICATIONS. PAYMENT TERMS# PAYMENTS SHALL BE QUARTERLY ON COMPLETION OF EACH MONTHLY PREVENTIVE MAINTENANCE VISIT AND BREAKDOWN VISIT AND SUBMISSION OF REPORT DULY SIGNED BY OUR DEWA CPE&amp;WM REPRESENTATIVE. GENERAL CONDITIONS# THE CONTRACTOR AT DEWA WORK PREMISES SHALL FOLLOW DEWA SAFETY &amp; ENVIRONMENT POLICY, RULES AND REGULATIONS DURING THE CONTRACT PERIOD.# THE CONTRACTOR SHALL CARRY OUT RISK ASSESSMENT FOR ALL HIS WORKS. THIS RISK ASSESSMENT SHALL BE FROM SAFETY AS WELL AS OCCUPATIONAL HEALTH CONSIDERATIONS.</p>						

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			(DEWA FORMAT TO BE USED).# TOOLBOX TALKS SHOULD BE GIVEN TO THE WORKERS BY THEIR SUPERVISOR, COPY OF WHICH SHALL BE GIVEN TO DEWA.# NO WELDING, FLAME HEATING OR CUTTING, GRINDING, PNEUMATIC CHIPPING, ETC. SHALL BE CARRIED OUT WITHOUT SPECIFIC CLEARANCE FROM DEWA THROUGH "HOT WORK PERMITS". THE HOT WORK PERMIT IF REQUIRED SHALL BE OBTAINED ON DAILY BASIS.# THE CONTRACTOR SHALL AT NO TIME KEEP INFLAMMABLE SUBSTANCES IN THE PLANT/WORK AREAS.# ALL HAZARDOUS WASTES SHALL BE MOVED UNDER DIRECTION FROM AND WITH WRITTEN APPROVAL TO DEWA SPECIAL STORAGE AREA.# THE CONTRACTOR'S WORK WILL FALL WITHIN THE PURVIEW OF SAFETY SURVEYS CONDUCTED REGULARLY BY THE DEWA SAFETY SECTION. ALL THE WORKERS SHOULD WEAR NECESSARY PPEs LIKE UNIFORM, SAFETY SHOES AND HELMET WHILE AT						

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			WORK.# ALL CRANES, VEHICLES, SPECIAL TOOLS OF CONTR ACTOR SHALL BE INSPECTEDAND TESTED BY CAPABLE AUTHORITIES AND CONTRACTOR SHALL PROVIDE DEWA WITHCOPY OF CERTIFICATES OF THEIR FITNES S BEFORE THEIR USE AT SITE.# THE CONTRACTOR SHALL PRODUCE ALL EQUIPMENT LIKE RIGGING TOOLS,GRINDING MACHINES, DRILLING MACHINES, HAN D T						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### **SPECIAL NOTES / INSTRUCTIONS:**

AMC for CCTV System @ DEWA H-Station Family and Bachelor#s Accommodation Building Warsan.

Contact: Mr.Thomaskutty - 0503014789

Payment Terms: quarterly

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Site Visit Date: 08.12.2025 @ 10:00AM

### **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**