

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332503190  
**DATE** : 10.12.2025  
**REQ No** : 1032506000  
**REQ TITLE** : 1-Comprehensive 1032506000  
**DELIVERY LOCATION**  
**CLOSING DATE** : 16.12.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF YORK WATER-COOLED CHILLERS AT BMCBUILDING#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE CHILLERSYSTEM OUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE ANDSERVICING OF THE RELATED EQUIPMENT AND SYSTEMS. THIS AGREEMENT ISBETWEEN DUBAI ELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICEPROVIDERS.THE AMC ENSURES THAT SERVICES ARE PROVIDED THROUGHOUT THE ONE-YEARCONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE REGULARLYMAINTAINED, MINIMIZING DOWNTIME, AND ACHIEVING OPTIMAL PERFORMANCE INLINE WITH DEWA#S OPERATIONAL AND SAFETY STANDARDS. THE CONTRACT COVERSPLANNED PREVENTIVE MAINTENANCE, CORRECTIVE MAINTENANCE, AND EMERGENCYRESPONSE AS REQUIRED, ENSURING THE RELIABLE AND	4	JOB				

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			<p>EFFICIENT OPERATION OF THE CHILLER SYSTEMS ACROSS THE DESIGNATED DEWA FACILITIES.THROUGH THIS AMC, DEWA AIMS TO ENHANCE ASSET LIFE, IMPROVE ENERGYEFFICIENCY, AND MAINTAIN INDOOR ENVIRONMENTAL QUALITY TO SUPPORT THEAUTHORITY#S SUSTAINABILITY OBJECTIVES. THE SERVICE CONTRACTOR SHALLADHERE STRICTLY TO THE SCOPE, SCHEDULES, AND PERFORMANCE STANDARDSDEFINED IN THIS CONTRACT, ENSURING THAT ALL MAINTENANCE ACTIVITIES AREDO CUMENTED AND REPORTED FOR VERIFICATION AND COMPLIANCE.#SCOPE OF WORKS FOR CHILLERS1. THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVEANNUAL MAINTENANCE OF WATER-COOLED CHILLERS INCLUDING SPARES SUCH ASDISPLAY BOARD, MOTHER BOARD, STARTER PANEL BOARDS, GUIDE VANE ACTUATOR,CONTROL BOARD AND ALL TYPE OF CIRCUITS BOARDS,</p>						

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			<p>TRANSDUCER, LEAVING &amp; ENTERING SENSORS, REFRIGERANT GAS, DRIER FILTERS, OIL, GUIDE VAN ACTUATOR AND ALL ARE CONSUMABLE PARTS. 2. THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY. 3. THE SPARE PARTS REQUIRED BY THE CONTRACTOR TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST &amp; BEFORE THE ACTIVITY STARTS ON THE EQUIPMENT. 4. 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 &amp; STORED CORRECTLY AND IN A PROPER PLACE WITHIN THE BUILDING PREMISES TO PREVENT ANY DAMAGE OR WARE OR EXPOSURE TO ANY ELEMENT THAT CAN CAUSE A DAMAGE TO THE SPARE PART. DEWA-CONFIDENTIAL 5. THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE</p>						

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			<p>GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS AND APPROVED BY DEWA ENGINEERS.6. ALL THE MATERIALS THAT WILL BE PROVIDED BY THE CONTRACTOR FOR 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.7. CONTRACTOR TO PROVIDE TRAINING BY A SPECIALIZED TRAINER TO DEWA STAFF TO OPERATE THE CHILLER PLANTS VELY AND CERTIFICATES TO BE PROVIDED TO DEWA STAFF ACCORDINGLY.8. THE CONTRACT PERIOD WILL START FROM THE DATE OF THE FIRST SERVICE OR VISIT.9. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST CARRY OUT 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) DURING THE PERIOD OF THE AGREED &amp; SIGNED CONTRACT.10. THE CONTRACTOR WHO AGREES &amp; SIGNS</p>						

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			THIS AMC MUST PREPARE AND SUBMITRISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN BEFORE PROCEEDINGWITH WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.11. THE CONTRACTOR SHALL DEPLOY THE SKILLED AC TECHNICIANS TO CARRY OUTTHE MAINTENANCE WORK. THE TECHNICA NS SHALL BE APPROVED BY DEWAENGINEER.12. DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TOCARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWASCHEDULE WITHOUT DELAY .13. DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE, THE CHILLER COMPONENTS WHICH ARE IDENTIFIED AS FAULTY ORSHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS.14. IT#S MANDATORY FOR THE CONTRACTOR WHO						

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			<p>WILL ACCEPT &amp; SIGN THIS AMCCONTRACT TO TAKE ALL PRECAUTIONS AND SAFETY MEASURES WHEN CARRYING OUT ANY KIND OF ACTIVITY RELATED TO THIS AMC SCOPE OF WORK.15. IT#S MANDATORY FOR THE CONTRACTOR WHO ACCEPTS &amp; SIGNS THIS ANNUALMAINTENANCE CONTRACT TO CARRY OUT ANY ACTIVITY RELATED TO THIS CONTRACTSCOPE OF WORK IN A WAY THAT MUST NOT CAUSE ANY DAMAGE, FAILURE, WARE,BREAKDOWN AND MALFUNCTION TO ANY OF THE EXISTI NG EQUIPMENT/ STRUCTURE OR ANY PROPERTIES OF DEWA.16.THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST PROVIDE CHILLEDWATER AND CONDENSER WATER CHEMICAL ANALYSIS REPORTS ON A MONTHLY BASIS.THE ANALYSIS SHALL BE CARRIED OUT THROUGH AN APPROVED DUBAI MUNICIPALITY(DM ) LABORATORY, EACH REPORT SHALL INCLUDE DETAILED CHEMICAL ANALYSISRESULTS,</p>						

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			OBSERVATIONS ON SYSTEM CONDITION AND CLEAR RECOMMENDATION S FORCORRECTIVE OR PREVENTIVE ACTIONS, THIS DEWA-CONFIDENTIALREQUIREMENT IS MANDATORY TO ENSURE PROPER WATER TREATMENT, PREVENTCORRO SION, SCALING, AND MICROBIOLOGICAL GROWTH, AND TO MAINTAIN SYSTEMEFFICIENCY IN LINE WITH DEWA AND INDUSTRY STANDARDS.17. THE CONTRAC TOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY ANDPROVIDE KNOWLEDGEABLE & PROFESSIONAL WATER-COOLED CHILLERSTECHNICIANS/ENGINEERS FO R CARRYING OUT THE MAINTENANCE WORK & ANYRELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT.18. ALL THE TECHNICAL PERSONALS PROVIDED BY T HE CONTRACTOR WHO SIGNED &ACCEPTED THIS AMC SHALL BE APPROVED BY DEWA ENGINEERS RESPONSIBLE FORTHE RELATED SCOPE OF WORK.19. THE CON TRACTOR WHO ACCEPTS AND SIGNED THIS AMC						

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			<p>MUST RESPONSE TO ANY EMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDER HIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION AS PER THE TWO SLA CONDITIONS MENTIONED IN THIS CONTRACT. 20. THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST RECEIVE EMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THE EXPIRY OF THIS AMC. 21. IF DEWA DECIDED TO RENEW THE ANNUAL MAINTENANCE CONTRACT WITH THE SAME CONTRACTOR FOR THE NEXT YEAR, THE EXISTING CONTRACTOR MUST CONTINUE TO FOLLOW THE TERMS MENTIONED IN THIS CONTRACT UNTIL THE NEW CONTRACT IS ACCEPTED &amp; SIGNED. 22. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST PROVIDE COMPETENT SUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THE EQUIPMENT UNDER THIS</p>						



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			<p>CONTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISOR TO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPH WILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BE APPROVED OR REJECTED. 23. ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST BE CARRIED OUT AS PER THE APPROVED DEWA CHECK LIST GIVEN BY THE APPOINTED DEWA SUPERVISOR. 24. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST INCLUDE &amp; SUBMIT THEIR OWN WORK CHECK LIST FOR EVALUATION &amp; VERIFICATION BY DEWA ON QUARTERLY BASIS. 25. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS CONTRACT IS REQUIRED TO CONDUCT A SITE VISIT EVERY MONTH TO CHECK THE CHILLERS# CONDITION, CHILLERS OPERATION &amp; TO CONDUCT A PERFORMANCE EVALUATION FOR THE CHILLERS AT THE SITE. IN ADDITION, REPORTING ANY</p>						

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			<p>ALARMS OR CRITICAL TRENDS RELATED TO THE CHILLER#S OPERATION OR THE HEALTHINESS CONDITION OF THE EQUIPMENT TO DEWA APPOINTED SUPERVISOR. A REPORT MUST BE SUBMITTED AFTER THE MONTHLY SITE VISIT INSPECTION AND EVALUATION COMPLETED TO DEWA APPOINTED SUPERVISOR WITH ALL THE FINDINGS, RECOMMENDATIONS, CORRECTIVE ACTIONS, ETC.</p> <p>26. THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY AS PER SITE REQUIREMENT</p> <p>. DEWA-CONFIDENTIAL</p> <p>27. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST SUBMIT THEIR CORRECTIVE MAINTENANCE CHECK LIST AND CONSUMABLE MATERIALS OR ITEMS LIST TO DEWA ENGINEERS FOR EVALUATION AND APPROVAL.</p> <p>28. DESCALING OF THE CONDENSER TUBES AND EVAPORATOR TUBES MUST BE CARRIED OUT BY THE CONTRACTOR ONCE PER YEAR OR AS PER SITE REQUIREMENT.</p> <p>29. AN EDDY</p>						

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			CURRENT TEST TO BE CARRIED OUT BY THE CONTRACTOR FOR CONDENSER TUBES ONCE PER YEAR OR AS PER SITE REQUIREMENT AND REPORTS TO BE SUBMITTED ACCORDINGLY.30. BASED ON THE EDDY CURRENT REPORTS CONTRACTOR TO BE PLUGGED THE DAMAGED CONDENSER TUBES AS PER SITE REQUIREMENT.31. THE CONTRACTOR MUST ARRANGE A RECOVERY MACHINE TO RECOVER THE REFRIGERANT IN THE						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### SPECIAL NOTES / INSTRUCTIONS:

1-Comprehensive

PR FORM for Comprehensive Annual Maintenance of York Water-Cooled

Chillers at BMC Building

Note: Kindly obtain quotation from OEM Supplier M/s Johnson Controls

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Contact: Mohideen/553810513

Visit: 15 Dec 2025 @ 10:00

Payment: Quarterly

### **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**