

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332600057  
**DATE** : 08.01.2026  
**REQ No** : 1032506744  
**REQ TITLE** : Comprehensive AMC  
**DELIVERY LOCATION**  
**CLOSING DATE** : 14.01.2026  
**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 AMC FOR COOLING TOWERS WITH SIDE STREAM FILTRATION SYSTEM AT AL QUOZ SUSTAINABLE BUILDING#INTRODUCTION THIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE COOLING TOWER SYSTEM OUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE AND SERVICING OF THE RELATED EQUIPMENT AND SYSTEMS. THIS AGREEMENT IS BETWEEN DUBAI ELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICE PROVIDERS. THE AMC ENSURES THAT SERVICES ARE PROVIDED THROUGHOUT THE ONE-YEAR CONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE REGULARLY MAINTAINED, MINIMIZING DOWNTIME, AND ACHIEVING OPTIMAL PERFORMANCE IN LINE WITH DEWA'S OPERATIONAL AND SAFETY STANDARDS. THE CONTRACT COVERS PLANNED PREVENTIVE MAINTENANCE, CORRECTIVE MAINTENANCE, AND EMERGENCY RESPONSE AS REQUIRED, ENSURING</p>	4	JOB				

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			<p>THE RELIABLE AND EFFICIENT OPERATION OF THE COOLING TOWER SYSTEMS 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.</p> <p>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.</p> <p>#SCOPE OF WORK:#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVE AMC OF COOLING TOWERS AND SIDE STREAM &amp; BASIN CLEANING FILTRATION SYSTEM WITH SPARE PARTS (SUCH AS REPLACEMENT OF ALL TYPES OF BUTTERFLY VALVE, GATE VALVE, EQUALIZER VALVE, FLOOD SWITCH, FLOOD</p>						

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			VALVE, BELTS, FILTRATION SYSTEM FILTERS, WATER LEVEL SENSORS, CONTROL SWITCH, NOZZLES, SPRAY, FAN MOTOR, GEAR BOX, FAN BLADES, FAN REDUCER, BEARING ASSEMBLY SET, CONTROL PANEL, PAINTING, COOLING TOWER BASIN ETC.)#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY.#THE CONTRACTOR IS REQUIRED TO CONDUCT A SITE VISIT EVERY MONTH TO CHECK & INSPECT THE CONDITION AND THE PERFORMANCE OF THE COOLING TOWERS & THE COOLING TOWERS WATER BASINS, SITE STREAM AND BASIN CLEANING/FILTRATION SYSTEM. THE INSPECTION MUST INCLUDE INSPECTING THE COOLING TOWERS# CLEANLINESS, HEALTHINESS, DEWA-CONFIDENTIAL CONDITION AND THE SYSTEM PERFORMANCE OF THE EQUIPMENT. IN ADDITION TO CARRY OUT COOLING TOWERS CLEANING IF NEEDED OR REQUESTED BY DEWA SUPERVISOR						

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			RESPONSIBLE FOR THE SITE.4. THE CONTRACTOR MUST SUBMIT A DETAILED REPORT AFTER CONDUCTING COOLINGTOWERS INSPECTION AND CLEANING TO THE IN-CHARGE SUPERVISOR OF THE SITE.5. THE REPORT MUST INCLUDE SUFFICIENT INFORMATION DESCRIBING ANY KIND OF DEFECTS, DAMAGE OR WARE TO THE EQUIPMENT THAT CAN CAUSE LESS PERFORMANCE IN OPERATING THE EQUIPMENT. IN ADDITION, PICTURES & VIDEOS FOR THE INSPECTION AND THE CLEANING ACTIVITY TO THE EQUIPMENT.6. THE SPARE PARTS REQUIRED BY THE CONTRACTOR TO CARRY OUT THE RECTIFICATION OR MAINTENANCE ACTIVITY MUST BE ARRANGED AT THE EARLIEST & BEFORE THE ACTIVITY STARTS ON THE EQUIPMENT IN ORDER TO REDUCE THE DOWNTIME OF THE EQUIPMENT.7. IF THE CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING TO KEEP THE EQUIPMENT DOWN TIME TO						

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			<p>MINIMUM, THE SPARE PARTS MUST BE KEPT IN A PROPERPLACE &amp; STORED CORRECTLY AND IN A PROPER PLACE WITHIN THE BUILDINGPREMISES TO PREVENT ANY DAMAGE OR WARE OR EXPOSURE TO ANY ELEMENT THATCAN CAUSE A DAMAGE TO THE SPARE PART.8. THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE GENUINE SPARESFROM OEM OR OEM RECOMMENDED VENDORS AND APPROVED BY DEWA ENGINEERS.9. THE CONTRACTOR WHO ACCEPTS &amp; SIGNS THIS AMC HAS INSPECTED, MAINTAINEDAND REPAIRED THE COOLING TOWERS RELATED EQUIPMENT SUCH AS VFD, PLC ANDCONTROL PANELS. IN ADDITION, TO REPORT ANY ISSUE IN THIS EQUIPMENT THATCAN CAUSE OPERATION INTERRUPTION, PROPER PERFORMANCE OR UNEXPECTEDFAILURE &amp; SHUTDOWNS TO THE SITE SUPERVISOR.10. DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TO CARRY OUT PREVENTIVE</p>						

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			MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE WITHOUT DELAY. (IN CASE THE CONTRACTOR FAILS TO COMPLETE THE JOB AS PER GIVEN AND AGREED SCHEDULE, THEN CONTRACTOR IS LIABLE TO PAY PENALTY AS PER THE PENALTY CLAUSE.) 11. 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. 12. 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 APPOINTED DEWA SUPERVISOR. DEWA-CONFIDENTIAL1.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST INCLUDE & SUBMIT THEIR OWN WORK CHECK LIST FOR EVALUATION &						

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			<p>VERIFICATION BY DEWA ONQUARTERLY BASIS.2.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERING COMPLAINTS.3.#THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST SUBMIT THEIRCORRECTIVE MAINTENANCE CHECK LIST AND CONSUMABLE MATERIALS OR ITEMS LISTTO DEWA ENGINEERS FOR EVALUATION AND APPROVAL.4.#ALL CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREEWORKING DAYS ALONG WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FORVERIFICATION AND RECORD.5.#THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST PROVIDE VALIDCALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENTUSED IN MAINTENANCE ACTIVITY, OR ANY CALIBRATION DEVICES USED INMAINTENANCE ACTIVITY SUCH AS MANIFOLD GAUGE, CLAMP METER AND</p>						

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			<p>MULTIMETERS ETC...6.#THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST PREPARE AND SUBMITRISK ASSES</p> <p>SMENT, METHOD OF STATEMENT AND ACTION PLAN BEFORE PROCEEDINGWORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE.7.#ITS MANDATORY FOR THE CONTRACTOR WHO ACCEPT &amp; SIGN THIS ANNUALMAINTENANCE CONTRACT TO CARRIED OUT ANY ACTIVITY RELATED TO THISCONTRACT SCOPE OF WORK IN WAY</p> <p>THAT MUST NOT CAUSE ANY DAMAGE, FAILURE,WARE, BREAKDOWN AND MALFUNCTION TO ANY OF THE EXISTING EQUIPMENT/STRUCTURE OR ANY PROPERTIES</p> <p>OF DEWA.8.#THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY ANDPROVIDE KNOWLEDGEABLE &amp; PROFESSIONAL TECHNICIANS FOR CARRYING OUT THEMaintenance WORK &amp; ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT.9.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUS</p>						

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			<p>T RESPONSE TO ANYEMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDERTHIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION ASPER THE TWO SLA CONDITIONS MENTIONED IN THIS CONTRACT.10.#THE CONTRACTOR WHO AGREES &amp; SIGNED THIS AMC MUST PROVIDE COMPETENTSUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THEEQUIPMENT UNDER THIS CONTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISOR TO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPHWILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BEAPPROVED OR REJECTED.11.#THE CONTRACTOR WHO ACCEPTS &amp; SIGNS THIS AMC MUST SUBMIT THEQUARTERLY STATUS REPORT FOR BUILDING COOLING TOWERS SYSTEMS TO THE SITESUPERVISOR. THE REPORT MUST INCLUDE ALL THE INFORMATION RELATED</p>						

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			TO THE CURRENT CONDITION OF THE EQUIPMENT, ANY CORRECTIVE REPAIR OR MAINTENANCE REQUIRED AND RECOMMENDATION FOR EQUIPMENT REPLACEMENT IF NEEDED. DEWA -CONFIDENTIAL 1. #BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNAGS WHICH IS VALID OR IN VALID, IF FAILED TO CLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRDPARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT. 2. #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						

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			SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VERIFICATION AND CONFIRMATION.3.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.4.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RECEIVE EMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THE EXPIRY OF THIS AMC						

TOTAL AMOUNT IN WORDS:

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**SPECIAL NOTES / INSTRUCTIONS:**

Comprehensive AMC

Comprehensive AMC for Cooling Towers with Side Stream Filtration System

at Al Quoz Sustainable Building

Contact: Mohideen/0553810513

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Site Visit: 12/01/2026 9:00

Payment: Every three months (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

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**