

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332600067  
**DATE** : 09.01.2026  
**REQ No** : 1032506745  
**REQ TITLE** : Comprehensive Annual  
**DELIVERY LOCATION**  
**CLOSING DATE** : 15.01.2026  
**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>DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT JEBAL ALI D-STATIONWAREHOUSE.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE HVAC SYSTEMOUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE AND SERVICING OFTHE RELATED EQUIPMENT AND SYSTEMS. THIS AGREEMENT IS BETWEEN DUBAI ELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICE PROVIDERS.THE AMC ENSURE 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 THE RELIABLE AND</p>	4	JOB				

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			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 (DX UNITS, SPLIT UNITS, VRF UNITS, WATERCOOLERS AND ALL TYPES OF DUCTED EXTRACT FANS INCLUDING SPARE PARTS SUCH AS REPLACEMENT OF COMPRESSOR, FAN MOTOR, ISOLATOR,						

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			<p>CONTACTOR, RELAY, CAPACITOR, FILTERS, STRAINERS, ELECTRONIC BOARD, THE RMOSTAT, ETC#2.#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY.3.#THE SPARE PARTS REQUIRED BY THE CONTRACTOR 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-CONFIDENTIAL1.#THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS AND</p>						

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			<p>APPROVED BY DEWA ENGINEERS.2.#DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE WITHOUT DELAY.3.#DURING PPM ACTIVITIES FOR THE HVAC SYSTEM, CONTRACTOR TO VERIFY THE CONDITION OF ALL HVAC COMPONENTS, INCLUDING BUT NOT LIMITED TO FILTERS, DUCTING, INSULATION, CONTROL WIRES, 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</p>						

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			<p>ENT OF DEFECTIVE COMPONENTS SHOULD BE CARRIED OUT WITHOUT DELAY TO ENSURE THE CONTINUED EFFICIENCY AND RELIABILITY OF THE SYSTEM.4.#D</p> <p>URING PPM ACTIVITIES FOR THE HVAC SYSTEM, THE CONTRACTOR TO APPLY OR REPAINT THE NECESSARY EQUIPMENT AS PER SITE REQUIREMENTS.5.#ALL</p> <p>THE MATERIALS THAT WILL BE PROVIDED BY THE CONTRACTOR FOR THE USE IN ANY ACTIVITY RELATED TO THIS AMC SCOPE OF WORK MUST BE CONFIRMED</p> <p>AND APPROVED PRIOR BY DEWA ENGINEERS AND AS PER THE LATEST STANDARDS APPROVED AND IMPLEMENTED IN DEWA.6.#IT#S MANDATORY FOR THE CONTR</p> <p>ACTOR WHO WILL ACCEPT &amp; SIGN THIS AMC CONTRACT TO TAKE ALL PRECAUTIONS AND SAFETY MEASURES WHEN CARRYING OUT ANY KIND OF ACTIVITY RELATED TO THIS AMC SCOPE OF WORK.7.#ITS MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT &amp; SIGN THIS ANNUAL MAINTENANCE</p>						

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			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.8.#THE CONTRACTOR 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.9.#THE CONTRACTOR WHO ACCEPTS & SIGN THIS AMC MUST CLEAN CONDENSER AND COOLING COIL AND FILTERS AS WELL AS PER SITE REQUIREMENT & AS PER DEWA SITE SUPERVISOR RECOMMENDATION.10.#CONTRACTOR TO REPORT & REPLACE THE DAMAGED FILTERS, DRIER CORE AND CONTROL WIRINGS AS PER SITE REQUIREMENT.11.#CONTRACTORS ARE REQUIRED						

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			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. DEWA-CONFIDENTIAL 1. # THE CONTRACTOR SHALL BE RESPONSIBLE FOR REPORTING AND CARRYING OUT REPAIRS OR REPLACEMENT OF SUCTION AND RETURN PIPE INSULATION AND DUCT INSULATION WITH CLOTH FOSTER AS PER SITE REQUIREMENTS AND INSTRUCTIONS FROM THE SITE SUPERVISOR. 2. # THE CONTRACTOR IS REQUIRED TO MAINTAIN ALL DRINKING WATER COOLER 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						

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			HYGIENE AND OPERATIONAL EFFICIENCY.3.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RESPONSE TO ANY EMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FAILING UNDER THIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION AS PER THE TWO SLA CONDITIONS MENTIONED IN THIS CONTRACT.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.5.#THE CONTRACTOR WHO AGREES & SIGNED THIS AMC MUST PROVIDE A COMPETENT SUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THE EQUIPMENT UNDER THIS CONTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISOR TO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPH WILL SUBJECT THE WORK TO BE						

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			<p>UNDER EVALUATION BY DEWA ENGINEERS TO BEAPPROVED OR REJECTED.6.#ALL THE TECHNICAL PERSONALS PROVIDED BY THE CONTRACTOR WHO SIGNED &amp; ACCEPTED THIS AMC SHALL BE APPROVED BY DEWA ENGINEERS RESPONSIBLE FORTHE RELATED SCOPE OF WORK.7.#DEWA HAS THE RIGHT TO REQUEST A COMPREHENSIVE REPORT FOR ANYACTIVITY CARRIED OUT BY THE CONTRACTOR TO THE EQUIPMENT OR ITS RELATEDAUXILIARIES FALLING UNDER THIS CONTRACT. THE REPORT MUST BE PRESENTED &amp;SUBMITTED WITH SUFFICIENT INFORMATION, PICTURES, AND VIDEOS OF THE WORKPROCESS AND PROCEDURES CARRIED OUT.8.#ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES &amp; SIGNSTHIS AMC MUST BE CARRIED OUT AS PER THE APPROVED DEWA CHECK LIST GIVENBY THE APPOINTED DEWA SUPERVISOR.9.#THE CONTRACTOR WHO AGREES &amp; SIGNS THIS AMC MUST INCLUDE &amp; SUBMITTHEIR</p>						

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			OWN WORK CHECK LIST FOR EVALUATION & VERIFICATION BY DEWA ON QUARTERLY BASIS. 10.#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) AFTER VERIFICATION OF DEWA CONCERN SUPERVISOR. 11.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID / CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS. DEWA -CONFIDENTIAL 1.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PROVIDE VALID CALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENT USED IN MAINTENANCE ACTIVITY OR ANY CALIBRATION DEVICES USED IN MAINTENANCE ACTIVITY SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS ETC... 2.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED						

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			WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.3.#ALL CONTRACTOR TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASISBEFORE COB. THE DAILY COMPLAIN LIST MUST BE SUBMITTED IN A PROPER FORMATAND ADEQUATE INFORMATION, DESCRIPTION, DATE, TIME AND CORRECTIVE ACTION.4.#THE CONTRACTOR WHO AGREES & SIGNS						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

Comprehensive Annual Maintenance of HVAC System at Jebal Ali D- Station

Warehouse.

Contact: Mohideen/ 553810513

Site Visit: 12/01/2026 9:00

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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**