

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332600537
DATE : 26.02.2026
REQ No : 1032600908
REQ TITLE : Comprehensive Annual
DELIVERY LOCATION
CLOSING DATE : 04.03.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS) ATNEW ACADEMY BUILDING.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE BUILDINGMANAGEMENT SYSTEM (BMS) OUTLINES THE TERMS AND SCOPE FOR THE PREVENTIVE AND CORRECTIVE MAINTENANCE OF THE BMS INSTALLED ACROSS OUR FACILITIES.THE PURPOSE OF THIS AMC IS TO ENSURE THE BMS SYSTEM OPERATES RELIABLYAND EFFICIENTLY THROUGHOUT THE CONTRACT PERIOD BY CONDUCTING REGULARPREVENTIVE MAINTENANCE, TIMELY RECTIFICATION OF FAULTS, AND CONTINUOUSMONITORING OF SYSTEM PERFORMANCE.THE SERVICE PROVIDER SHALL BE RESPONSIBLE FOR MAINTAINING ALL COMPONENTSOF THE BMS, INCLUDING CONTROLLERS, SENSORS, ACTUATORS, FIELD DEVICES,OPERATOR WORKSTATIONS, AND COMMUNICATION NETWORKS, IN OPTIMAL	4	JOB				

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			<p>WORKINGCONDITIO N. REGULAR SYSTEM HEALTH CHECKS, FIRMWARE UPDATES (WHEREAPPLICABLE), AND BACKUP OF SYSTEM CONFIGURATIONS SHALL BE PERFORMED TOMINIMI ZE DOWNTIME AND ENSURE THE UNINTERRUPTED MONITORING AND CONTROL OFTHE HVAC, LIGHTING, ENERGY MANAGEMENT, AND OTHER INTEGRATED SYSTEM SUNDER THE BMS.THIS AMC AIMS TO MAINTAIN SYSTEM INTEGRITY, EXTEND THE LIFESPAN OF BMSEQUIPMENT, AND SUPPORT THE OPERATIONAL EFFICIEN CY OF THE FACILITY BYPROACTIVELY IDENTIFYING AND ADDRESSING ISSUES BEFORE THEY LEAD TOCRITICAL FAILURES.#SCOPE OF WORK:1.#THE CONTRA CTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCEOF BMS SYSTEM INCLUDING ALL SPARE PARTS (SUCH AS REPLACEMENT OFDEFECTIVE SEN SORS, ACTUATOR MOTOR WITH VALVES FOR CHILLER & COOLINGTOWER, LEAK DETECTION</p>						

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			SENSOR, FCU & VAV CONTROLS, DAMPER ACTUATORS, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATURE AND RELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIRFLOW SWITCH, WATER METERS, BTU METERS, HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHER ENVIRONMENTAL SENSORS & RECTIFICATION OF COMMUNICATION CABLES AND LOOPING AND UPGRADING OF SOFTWARE, ANTIVIRUS ETC.) DEWA-CONFIDENTIAL SUMMARY OF SCOPES #SR. NO #PREVENTIVE MAINTENANCE #SERVICES #1.1 #MONTHLY SITE INSPECTION & FUNCTIONALITY TEST TO BE PERFORM #INCLUDED #1.2 #MONTHLY FINE TUNING (CONTROLLER AND SOFTWARE PARAMETERS) #INCLUDED #2 #CORRECTIVE MAINTENANCE #2.1 #SPARE PARTS AND CONSUMABLES ITEMS #INCLUDED #2.2 #REPAIRING						

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			<p>SERVICES INCLUDING CONTROL WIRINGS AND DDC PANELS #INCLUDED #2.3 #DATA PROTECTION/RECOVERY #INCLUDED #2.4 #SOFTWARE PATCH UPDATES WITH LATEST VERSION #INCLUDED #2.5 #SOFTWARE UPGRADES WITH LATEST VERSION #INCLUDED #2.6 #REP AIRING OF BMS PC HARDWARE #INCLUDED #3 #PERFORMANCE SERVICES #3.1 #CALIBRATION OF CO, TEMPERATURE AND RELATIVE HUMIDITY SENSORS #INC LUDED #3.2 #EMERGENCY INTERVENTION (UNLIMITED) #INCLUDED #3.3 #ENERGY PERFORMANCE & SUSTAINABILITY SERVICES WITH MONTHLY REPORTS#INC LUDED #3.4 #RESPONSE TIME #AS PER SLA #4 #OTHER SERVICES #4.1 #NAVIGATOR - ADVANCE #INCLUDED #4.2 #MIGRATION OF THE SOFTWARE FROM OL D COMPUTER TO NEW COMPUTER #INCLUDED #4.3 #ANTIVIRUS / FIREWALLS #INCLUDED #1.#THE QUOTATION SHALL BE SUBMITTED AS PER DEWA SPECIFIC</p>						

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			<p>ATION AND SURVEY ONLY.2.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.3.#MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.4.#MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINABILITY SERVICES TO BE CARRIED OUT AND REPORTS TO BE SUBMITTED ALONG WITH OBSERVATION AND RECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY BASIS BY BMS ENGINEER.DEWA-CONFIDENTIAL1.#CONTRACTOR TO PROVIDE TRAINING SESSIONS BY A SPECIALIZED TRAINER TO DEWA STAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BE PROVIDED TO DEWA STAFF ACCORDINGLY.2.#DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVE MAINTENANCE, THE BMS COMPONENTS WHICH ARE IDENTIFIED AS FAULTY OR SHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA</p>						

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			<p>CONDITIONS.3.#DURING PPM AND MONTHLY INSPECTION ACTIVITIES CONTRACTOR PROVIDES MINIMUM TWO SKILLED BMS ENGINEERS TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.4.#PPM REPORTS ALONG WITH QUARTERLY STATUS REPORTS, BMS OVERVIEW AND NEW BMS TRENDS TO BE SUBMITTED ON A QUARTERLY BASIS, AND BMS SYSTEM CONDITIONS AND REQUIRE REPAIRING SUCH AS UPGRADING OF SOFTWARE, SENSOR REPLACEMENT TO BE SUBMITTED MONTHLY BEFORE 10TH OF EVERY MONTH FOR OUR VERIFICATION.5.#BMS SOFTWARE UPDATES AND UPGRADES TO ENSURE ALWAYS LATEST VERSION TO INSTALL IN THE EXISTING BMS PC.6.#THE BMS SUPPLIER IS REQUIRED TO UPDATE THE EXISTING PC SOFTWARE AND OPERATING SYSTEM TO ENSURE COMPATIBILITY WITH BMS SOFTWARE UPDATES AND UPGRADES.1.#BMS SUPPLIER TO MIGRATE THE</p>						

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			SOFTWARE FROM OLD COMPUTER TO NEWCOMPUTER WHEN ASREQUIRED.1.#CONTRACTOR TO MAINTENANCE AND TROUBLESHOOTING OF THE BMS SOFTWAREPLATFORM, INCLUDINGBACKUP, UPDATES, AND SECURITY PATCHING.1.#CONTRACTOR TO PROVIDE UPDATED USER MANUALS, SYSTEM DOCUMENTATION,AND TROUBLESHOOTINGGUIDES.1.#THE INSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, ANDMONITORS OTHERELECTRICAL RELATED SYSTEMS LIKE LIGHTING, ELEVATORS, PUMPS, ETC..1.#THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY AS PER SITE REQUIREMENT.2.#THE CONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY ANDPROFICIENTLY WITHOUT DELAY.3.#CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FIELD SENSORS AND ITSREADINGS FORTEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IFTHE						

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			<p>READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE.1.#CONTRACTOR TO CALIBRATE THE SENSORS TO ENSURE ACCURACY.2.#SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM AND MUST BE GENUINE DEWA-CONFIDENTIAL SPARES FROM OEM OR OEM RECOMMENDED VENDORS.1. #ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS AND SHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.1.#ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDE A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY.1.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/SUPERVISION OF A COMPETENT SUPERVISOR.1.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITH</p>						

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			<p>THIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.1.#CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANY SYSTEM FAULTS OR BREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTS REPLACED.1.#CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVE MAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD.</p> <p>1.#THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT, DAMAGE ANY OF THE EXISTING EQUIPMENT/ STRUCTURE ETC IF DAMAGED ANY EXISTING EQUIPMENT BY CONTRACTOR PENALTY WILL BE APPLIED AS PER DEWA REGULATIONS.1.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24-HOUR EMERGENCY CALLOUT</p>						

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			<p>SYSTEMAVAILABLE 7 DAYS A WEEK ALL YEAR ROUND. RESPONDING TIME TO BREAKDOWNCALLS IS WITHIN 30MINUTES AFTER RECEIPT OF NOTIFICATION AS PER BELOW TWO SLA COND ITIONS.1.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING ANDREGISTERING COMPLAINTS.1.#CONTRACTORS T O SHARE DAILY COMPLAINTS ATTENDED LIST ON DAILY BASISBEFORE COB.2.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMIT TEDBEFORE PROCEEDINGWORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE.1.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TE NUREIF THE AMCAWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWASUPERVISOR ALSO SNAGTO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNAGS WHICHIS VALID OR INVALID,IF FAILED TO CLEAR THE SNAGS</p>						

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			AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD DEWA-CONFIDENTIAL PARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT. 1.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance of Building Management System (BMS) at New Academy Building.

Contact: Mr.Mohideen - 055-3810513

Payment Terms: Quarterly

Site Visit Date: 27.02.2026

STANDARD TERMS & CONDITIONS

1) Prices should be 'DDP' delivery duty paid at DEWA stores.

MATERIAL AND OR SERVICE PROVIDED TO DEWA SHOULD PREFERABLY BE ENERGY EFFICIENT AND ENVIRONMENT FRIENDLY.

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- 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