

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332600818  
**DATE** : 07.04.2026  
**REQ No** : 1032601367  
**REQ TITLE** : Chiller 1032601367  
**DELIVERY LOCATION**  
**CLOSING DATE** : 13.04.2026  
**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 ANNUAL MAINTENANCE OF CHILLER PLANT OPERATION AND MONITORING AT DEWAHEAD OFFICE.#SCOPE OF WORK: -#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR ANNUALMAINTENANCE OF CHILLER PLANT OPERATION AND MONITORING TO ENSUREUNINTERRUPTED 24/7 OF THE CHILLER PLANT SYSTEM. THE SCOPE INCLUDES BUTIS NOT LIMITED TO:#AS PART OF THE CHILLER PLANT OPERATION REQUIREMENTS, THE CONTRACTOR PROVIDES TWO (2) SENIOR HVAC TECHNICIANS WITH BMS/ CPM KNOWLEDGE TOOPERATE THE CHILLER PLANTS 24/7 FROM MONDAY TO SUNDAY.#PLEASE NOTE THAT THE TECHNICIANS SHALL BE SELECTED BY THE DEWAENGINEER TO ENSURE COMPLIANCE WITH THE REQUIRED EXPERTISE ANDOPERATIONAL STANDARDS.#CONTINUOUS OPERATION AND MONITORING OF CHILLERS, PUMPS, COOLINGTOWERS, AND ASSOCIATED EQUIPMENT.#RECORDING AND</p>	4	JOB				

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			<p>REPORTING KEY OPERATIONAL PARAMETERS.#IMMEDIATE REPORTING OF ABNORMALITIES, ALARMS, AND MALFUNCTIONS TO THE MAINTENANCE TEAM.#THE OPERATORS CLEAN CHILLED AND CONDENSER WATER PIPELINE ALL STRAINERS AND SIDE STREAM FILTRATION SYSTEM FILTERS AS WELL AS PER SITE REQUIREMENTS.#COORDINATION WITH DEWA CONCERN SUPERVISOR FOR SCHEDULED MAINTENANCE AND EMERGENCY RESPONSE.#COMPLIANCE WITH SAFETY AND OPERATIONAL PROTOCOLS.#MAINTAINING DAILY LOGS FOR THE CHILLER PLANTS SUCH AS CHILLERS, COOLING TOWERS, CHILLED &amp; CONDENSER WATER PUMPS, CHEMICAL DOSING SYSTEMS, CHLORINE DOSING SYSTEM AND RO PLANT AS WELL.#SUBMITTING OBSERVATION AND RECOMMENDATION REPORTS WHENEVER REQUIRED AS PER SITE CONDITIONS.#DEWA-CONFIDENTIAL##FOLLOWING UP ON THE PLANNED PREVENTIVE MAINTENANCE (PPM)</p>						

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			<p>WITH THEDEWA AND OEM SUPPLIER.##ANNUAL MAINTENANCE  CONTRACT TO BE HANDED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWASUPERVISOR.##THE CONTRACT CAN BE TERMINATED BY EMPLOYER'S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORK DONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RE  LEASED BASED ON EMPLOYER VERIFICATION AND CONFIRMATION.##IN CASE OF UNSATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLED GIVING 15 DAYS# NOTICE##CONTACT PERSON FOR SITE VISIT MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE). QUALIFICATION OF OPERATORS:##OPERATORS MUST BE CERTIFIED AND</p>						

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			<p>EXPERIENCED IN OPERATING AND MAINTENANCE OF CHILLER PLANTS.##SHOULD POSSESS TECHNICAL KNOWLEDGE OF HVAC SYSTEMS, ELECTRICAL COMPONENTS, AND REFRIGERATION CYCLES.##MUST BE TRAINED IN SAFETY PROCEDURES AND EMERGENCY RESPONSE PROTOCOLS.##SHOULD HAVE PRIOR EXPERIENCE IN HANDLING 24/7 OPERATIONS. MONITORING AND REPORTING:##DAILY LOG SHEETS TO BE MAINTAINED FOR OPERATIONAL PARAMETERS FOR CHILLERS, COOLING TOWERS, CHILLED &amp; CONDENSER WATER PUMPS, CHILLED &amp; CONDENSER WATER CHEMICAL DOSING SYSTEM, CHLORINE DOSING SYSTEM, CONDENSER WATER FILTRATION SYSTEM AND RO PLANT AS WELL.##IMMEDIATE NOTIFICATION OF ANY IRREGULARITIES OR EQUIPMENT FAILURES.##MONTHLY PERFORMANCE, ENERGY CONSUMPTION REPORTS TO BE SUBMITTED, INCLUDING DOWNTIME ANALYSIS.##SUBMISSION OF OBSERVATI</p>						

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			<p>ON AND RECOMMENDATION REPORTS AS REQUIRED.DEWA-CONFIDENTIAL##COMPLIANCE WITH STANDARD OPERATING PROCEDURES (SOPS).BREAKDOWN AND EMERGENCY RESPONSE:##OPERATORS MUST BE AVAILABLE ROUND THE CLOCK FOR IMMEDIATE REPORTINGOF BREAKDOWNS.##EMERGENCY NOTIFICATIONS SHOULD BE MADE WITHIN MINUTES OF ISSUEDETECTION.##BACKUP OPERATORS SHOULD BE AVAILABLE TO ENSURE CONTINUOUS MONITORING.SAFETY AND COMPLIANCE :##OPERATORS MUST FOLLOW ALL SAFETY PROTOCOLS AS PER INDUSTRY STANDARDS.##COMPLIANCE WITH LOCAL REGULATIONS, ENVIRONMENTAL GUIDELINES, ANDENERGY EFFICIENCY NORMS IS MANDATORY.##USE OF APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT (PPE) AT ALL TIMES.SERVICE LEVEL AGREEMENTS (SLA):##GUARANTEED UPTIME OF 100% FOR CHILLER PLANT OPERATION.##CONTINUOUS MONITORING ADHERENCE AS PER THE DEFINED</p>						

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			<p>SCHEDULE.##                      RESPONSE TIME OF WITHIN A MINUTE FOR                      CRITICAL FAILURES AND IMMEDIATE REPORTING                      OF MINOR FAULTS.##ENSURING FOLLOW-UP ON                      PPM WITH THE O                      EM SUPPLIER.CONTRACT DURATION AND                      RENEWAL:##THE CONTRACT PERIOD SHALL BE                      FOR ONE YEAR FROM THE DATE                      OF COMMENCEMENT.##PERFORMANCE REV                      IEW TO BE CONDUCTED QUARTERLY FOR QUALITY                      ASSESSMENT.##RENEWAL SHALL BE BASED ON                      SATISFACTORY PERFORMANCE AND                      COMPLIANCE WITH CONTRAC                      TUAL OBLIGATIONS.B. SLA CONDITION1. BASED ON                      CRITICALITY DEWA-CONFIDENTIALI. P 1 -                      EMERGENCY: LIFE, PROPERTY, ENVIRONMENT                      AND / OR B                      BUSINESS CONTINUITY AT RISK.##ITEM: PRIORITY P1                      SLA RESPONSE DETAILS##PRIORITY: P1-                      EMERGENCY##TIME TO RESPOND: 30                      MINUTES##TIME TO RE                      SOLVE: 4 HOURS##TYPICAL (P1- EMERGENCY                      PROBLEMS)##SIGNIFICANT IMPACT HAS</p>						

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			<p>OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THECLIENT / BUSIN                      ESS OPERATION.##HEALTH AND SAFETY ISSUES.                      AN INJURY HAS OCCURRED, OR AN                      IMMEDIATETHREAT OF INJURY IS                      PRESENT.##SIGNIFICANT DAMAGE TO                      PROPERTY HAS OCCURRED.##ANY                      ENVIRONMENTAL PROBLEM THAT PRESENTS AN                      IMMEDIATE RISK OFSIGNIFICANT CONTAMINATION                      OF THE RESIDENCE, WOR                      KPLACE OR ENVIRONMENT.##ANY RISK THAT                      WOULD ENDANGER SECURITY OF THE PROPERTY                      AND OCCUPIERS.II. P2 - NON-EMERGENCY;                      CANNOT WAIT UNTI                      L THE NEXT SCHEDULED VISITWITHOUT HAVING A                      NEGATIVE IMPACT TO THE CLIENT / BUSINESS                      OPERATION.##ITEM: PRIORITY P2 SLA RESPONSE                      DETAI                      LS##PRIORITY: P2-URGENT##TIME TO RESPOND:                      30 MINUTES##TIME TO RESOLVE: 8                      HOURS##TYPICAL (P2- URGENT                      PROBLEMS)##MINOR IMPACT HAS OCCU                      RRED OR HAS POTENTIAL OF OCCURRING TO THE</p>						

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			<p>CLIENT/ BUSINESS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POS SIBLETHREAT OF INJURY.##ENVIRONMENTAL ISSUE PRESENTING POTENTIAL RISK OF MINOR CONTAMINATIONOF RESIDENCE, WORKPLACE OR ENVIRONMENT.I</p> <p>II. P3- ROUTINE: SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT WITHOUTHAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.##IT</p> <p>EM: PRIORITY P3 SLA RESPONSE</p> <p>DETAILSDEWA-CONFIDENTIAL##PRIORITY: P3-ROUTINE##TIME TO RESPOND: 1 DAY##TIME TO RESOLVE: 2 DAYS##TYPICAL (P3-ROUTINE PROBLEMS)##MINOR PRESENTATION ISSUE.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.</p> <p>C. GENERAL CONDITION &amp; MOBILIZATION AT SITE OF THE CONTRACT: -##THE CONTRACTOR SHALL OBTAIN ALL NECESSARY APPROVALS/CLEARANCE FROMCO</p>						

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			<p>NCERNED DEWA ENGINEER/SUPERVISOR BEFORE COMMENCING ANY MAINTENANCEACTIVITIES.##SUPERVISOR SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN / EQUIPMENTDURING THE MAINTENANCE ACTIVITIES AND ALSO MUST ENSURE THAT WORKEEXECUTED IS OF HIGHEST STANDARD.##THE CONTRACTOR SHALL TAKE CARE OF ALL RELATED FORMALITIES LIKEMOBILIZATION OF STAFF, ENSURING TOOLS &amp; TEST EQUIPMENT#S ARE AVAILBLEAT SITE FOR CARRYING OUT THE CORRECTIVE MAINTENANCE ACTIVITIES.##TRANSPORTATION OF STAFF FROM TO SITE SHALL BE ARRANGED BY THECONTRACTOR.##AFTER AWARDED THE LPO CONTRACTOR TO APPLY FULL TEAM ENTRY PERMIT ASPER DEWA POLICY.##DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYOND THE ORDER PRICE DURING AND AFTER THE EXECUTION OF WORK, UNLESS CLAIM WITH PROPERJUSTIFICATION IS APPROVED BY DEWA MANAGEMENT.##THE</p>						

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			<p>CONTRACTOR SHALL BE RESPONSIBLE FOR ANY DISCREPANCIES OR DAMAGES OF THE EXISTING SYSTEM DURING EXECUTION OF THE WORK.##THE CONTRACTOR MUST EXECUTE ALL RELATED WORKS REQUIRED, FOR THE SAFE EXECUTION OF MAINTENANCE ACTIVITY, EVEN THOUGH NOT MENTIONED EXPLICITLY IN THE ORDER. DEWA-CONFIDENTIAL##COVID-19 PRECAUTION MEASURES TO BE FOLLOWED AS PER DEWA HEALTH &amp; SAFETY DEPARTMENT RECOMMENDATION UNTIL FURTHER NOTICE.##CONTRACTOR STAFF IS REQUIRED TO WEAR PROPER PERSONAL PROTECTIVE EQUIPMENT AT ALL TIME ON THE SITE. D. SAFETY PRECAUTION &amp; SITE CLEANLINES</p> <p>S: -##AREA OF WORK SHALL BE KEPT CLEAN &amp; CLEAR AT ALL TIMES DURING AND AFTER THE WORK. IF ANY WASTE GENERATED, THEN IT SHOULD BE CLEANED AND DISPOSED IMMEDIATELY.##THE CONTRACTOR MUST ENSURE THAT ALL STAFF</p>						

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			INSIDE DEWA PREMISES SHALL FOLLOW DEWA#S SAFETY & ENVIRONMENTAL RULES AND REGULATIONS.##NO WELDING, FLAME HEATING OR CUTTING, GRINDING, PNEUMATIC CHIPPING ETC. SHALL BE CARRIED OUT WITHOUT SPECIFIC CLEARANCE FROM DEWA. ALL SUCH ACTIVITIES WILL BE CARRIED OUT THROUGH #HOT WORK PERMITS#.						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

Chiller

Annual Maintenance of Chiller Plant Operation and Monitoring at DEWA

Head Office

Contact : Mohideen / 553810513

Site Visit Date <(>&<)> Time : 06/04/2026 9:00

Payment Terms : Quarterly basis (Every three month)

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### STANDARD TERMS & CONDITIONS

- 1) RFQ Document Disclaimer: The PDF version of this Request for Quotation (RFQ) is provided for convenience only and contains a summary of key information. It does not include all technical details, requirements, or specifications. Bidders must refer to the complete system documentation and all referenced materials to obtain full and accurate information necessary for preparing their proposals.
- 2) Prices should be 'DDP' delivery duty paid at DEWA stores.
- 3) Quotation to be submitted only in local currency U.A.E Dirhams
- 4) DEWA Standard Payments: Payment will be made within 30 days from the date the Supplier/Contractor submits a complete and accurate invoice, together with all required supporting documents, subject to the material and/or services having been duly accepted.
- 5) 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.
- 6) The offered product and/or services in the Quotation, shall be confirming and in accordance with DEWA Energy Management Policy & EnMS Manual.
- 7) 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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8) Data Privacy, Security and Sharing:

- Third-party shall handle DEWA data in accordance with all applicable laws, regulations, and DEWA policies.
- DEWA data shall not be shared outside UAE, in line with DESC ISR requirements.
- DEWA's Non-Disclosure Agreement (NDA) and External Party Acknowledgment (EPA) shall be signed by the third-party and their sub-contractors who handle DEWA data prior to the contract commencement.
- DEWA reserves the right to withhold data from third parties if deemed sensitive.
- Access to data must be restricted to authorized, named third-party employees only and DEWA must be informed of any changes in employment status of those with access.
- Third party shall not disclose, transfer or share any DEWA data with other third parties (government, semi government, private) without obtaining DEWA's authorized data owner written approval.
- Upon the completion/ termination of the agreement the external party shall securely delete all DEWA's data in their custody/ control including the backup and provide written confirmation and evidence to DEWA upon the data deletion completion as per agreed data disposal process, this is to address risk of data remanence.

9) Liquidated Damages for PO total value in excess of AED 50,000:

If the Contractor/Supplier delays or fails to deliver, fails to commence or perform the services, DEWA has the right to deduct an amount equal to 1.25% per day/week of the total PO fee for the services/supplies delayed, not performed or not delivered, subject to a cap of 10% of the total PO fee without recourse to any judicial proceedings, as compensation for the delay or failure to perform. If the deducted amount exceeds 10% of the total PO fee, without prejudice to any of DEWA's rights under the applicable law, DEWA shall be entitled to terminate the PO immediately without the need for any notice or judicial proceedings against the defaulting Supplier, and without the need to prove the damage.

10) Indemnity: The Supplier shall indemnify DEWA from and against all claims, damages, costs and liabilities brought by any third party against DEWA arising out of or in connection with any of acts or omissions of the Supplier/Contractor, or any failure to perform its obligations under this PO.

11) Dispute Resolution: Any dispute arising out of or in connection with this PO shall be settled through mutual good faith negotiation and understanding between the Parties: Failing amicable settlement, the dispute shall finally be referred to the courts having appropriate jurisdiction in the Emirate of Dubai.

12) Intellectual Property Rights: The Supplier/Contractor shall not use DEWA's intellectual property, including logos, trademarks, service marks, trade names, service names, and brand names, whether

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in a press release or otherwise, without obtaining DEWA's prior written consent. All intellectual property rights in the deliverables created or developed, under this PO, shall be solely owned by DEWA.

13) Assignment and Transfer: The Supplier/Contractor shall not assign this PO or any part thereof without the prior written consent of DEWA. Such consent shall not relieve the Contractor of any of its obligations or duties under this PO.

14) Force Majeure: If either party is affected by a Force Majeure event, it will promptly notify the other party of the nature and extent thereof. Neither party will be deemed to be in breach of this PO, by reason of any delay or non-performance, of any of its obligations hereunder, due to any Force Majeure event of which it has notified the other party. The time for performance of these obligations will be extended accordingly as may be fair and reasonable in the circumstances. Provided always that if the duration of such delay or impediment exceeds thirty (30) days, either party may give a fifteen (15) working days' notice to terminate a specific item or the PO in its entirety.

15) Certificate of Conformity for Green Materials and Services Specifications: The Bidder shall, wherever applicable, provide a Certificate of conformity issued by accredited body/ laboratory as proof of compliance with the applicable green materials, services and specifications.

16) Taking Over Certificate: TOC shall be issued only after full delivery or completion of the service or deliverables. TOC will be issued conditionally ("conditional TOC") with the reasonable guarantee/observation in case of any defects after delivery or completion of the PO.

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**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**