

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332601213  
**DATE** : 18.05.2026  
**REQ No** : 1032602121  
**REQ TITLE** : OEM-Comprehensive Annual  
**DELIVERY LOCATION**  
**CLOSING DATE** : 22.05.2026  
**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 WATER-COOLED CHILLERS AT AL WARSANTP ADMIN BUILDING.#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 A MC 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</p>	4	NO				

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			<p>THE RELIABLE AND EFFICIENT OPERATION OF THE CHILLER 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. 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 ANNUAL MAINTENANCE OF WATER-COOLED CHILLERS INCLUDING SPARES SUCH AS DISPLAY BOARD, MOTHER BOARD, STARTER PANEL BOARD, 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 VANACTUATOR 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 A 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 WEAR 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 GENUINE</p>						

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			<p>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 THI</p>						

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			<p>S AMC MUST PREPARE AND SUBMIT RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN BEFORE PROCEEDING WITH WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE. 11. THE CONTRACTOR SHALL DEPLOY THE SKILLED AC TECHNICIANS TO CARRY OUT THE MAINTENANCE WORK. THE TECHNICIANS SHALL BE APPROVED BY DEWA ENGINEER. 12. DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVE MAINTENANCE ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE WITHOUT DELAY. 13 . DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVE MAINTENANCE, THE CHILLER COMPONENTS WHICH ARE IDENTIFIED AS FAULTY OR SHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS. 14. IT#S MANDATORY FOR THE CONTRACTOR WHO WILL</p>						

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			<p>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 EXISTING EQUIPMENT/ STRUCTURE OR ANY PROPERTIES OF DEWA.16.THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST PROVIDE CHILLEDWATER AND CONDENS ER WATER CHEMICAL ANALYSIS REPORTS ON A MONTHLY BASIS.THE ANALYSIS SHALL BE CARRIED OUT THROUGH AN APPROVED DUBAI MUNICIPALITY(DM) L ABORATORY, EACH REPORT SHALL INCLUDE DETAILED CHEMICAL ANALYSISRESULTS,</p>						

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			<p>OBSERVATIONS ON SYSTEM CONDITION AND CLEAR RECOMMENDATIONS FOR CORRECTIVE OR PREVENTIVE ACTIONS, THIS DEWA-CONFIDENTIAL REQUIREMENT IS MANDATORY TO ENSURE PROPER WATER TREATMENT, PREVENT CORROSION, SCALING, AND MICROBIOLOGICAL GROWTH, AND TO MAINTAIN SYSTEM EFFICIENCY IN LINE WITH DEWA AND INDUSTRY STANDARDS. 17. THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY AND PROVIDE KNOWLEDGEABLE &amp; PROFESSIONAL WATER-COOLED CHILLER TECHNICIANS/ENGINEERS FOR CARRYING OUT THE MAINTENANCE WORK &amp; ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT. 18. ALL THE TECHNICAL PERSONNEL PROVIDED BY THE CONTRACTOR WHO SIGNED &amp; ACCEPTED THIS AMC SHALL BE APPROVED BY DEWA ENGINEERS RESPONSIBLE FOR THE RELATED SCOPE OF WORK. 19. THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST</p>						

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			<p>RESPONSE TO ANY EMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDER THIS 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 IS 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 CONTRACT.</p>						

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			<p>NTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISORTO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPHWILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BEAPPROVED OR REJECTED.23. 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.24. THE CONTRA CTOR WHO AGREES &amp; SIGNS THIS AMC MUST INCLUDE &amp; SUBMITTHEIR OWN WORK CHECK LIST FOR EVALUATION &amp; VERIFICATION BY DEWA ONQUARTERLY BASIS.25. THE CONTRACTOR WHO AGREES &amp; SIGNS THIS CONTRACT IS REQUIRED TOCONDUCT A SITE VISIT EVERY MONTH TO CHECK THE CHILLERS# CONDIT ION,CHILLERS OPERATION &amp; TO CONDUCT A PERFORMANCE EVALUATION FOR THECHILLERS AT THE SITE. IN ADDITION, REPORTING ANY</p>						

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			<p>ALARMS OR CRITI                      CALTRENDS RELATED TO THE CHILLER#S                      OPERATION OR THE HEALTHINESS CONDITIONOF                      THE EQUIPMENT TO DEWA APPOINTED                      SUPERVISOR. A REPORT MUS                      T BESUBMITTED AFTER THE MONTHLY SITE VISIT                      INSPECTION AND EVALUATIONCOMPLETED TO                      DEWA APPOINTED SUPERVISOR WITH ALL THE                      FINDINGS,REC                      OMMENDATIONS, CORRECTIVE ACTIONS, ETC.26.                      THE CONTRACTOR TO ATTEND UNLIMITED                      BREAKDOWN CALLS WITHOUT DELAY ASPER SITE                      REQUIREMENT. D                      EWA-CONFIDENTIAL27. THE CONTRACTOR WHO                      AGREES &amp; SIGNS THIS AMC MUST SUBMIT                      THEIRCORRECTIVE MAINTENANCE CHECK LIST                      AND CONSUMABLE MAT                      ERIALS OR ITEMS LISTTO DEWA ENGINEERS FOR                      EVALUATION AND APPROVAL.28. DESCALING OF                      THE CONDENSER TUBES AND EVAPORATOR                      TUBES MUST BEC                      ARRIED OUT BY THE CONTRACTOR ONCE PER                      YEAR OR AS PER SITE REQUIREMENT.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 SYSTEM						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

**SPECIAL NOTES / INSTRUCTIONS:**

OEM-Comprehensive Annual Maintenance of Water-Cooled Chillers at Al Warsan TP Admin Building

Contact: Mohideen / 553810513

Site Visit: 20.05.2026 @10:00

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Payment: Quarterly basis

### **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**