

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332601293  
**DATE** : 01.06.2026  
**REQ No** : 1032602343  
**REQ TITLE** : Comprehensive AMC of Chilled  
**DELIVERY LOCATION**  
**CLOSING DATE** : 05.06.2026  
**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 AMC OF CHILLED WATER CHEMICAL TREATMENTS AT AL HUDAIBAHCHC.#SCOPE OF WORK FOR CHILLED WATER TREATME</p> <p>NTS: -#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVEANNUAL MAINTENANCE OF CHILLED WATER CHEMICAL TREATMENTS.</p> <p>(INCLUDINGSUPPLY OF CHEMICALS AND REPLACEMENT OF AUTO DOSING PUMPS, CONTROL PANEL,SENSORS, DOSING TUBES IF REQUIRED AS PER SITE REQU</p> <p>IREMENT)#THE PARTIES SHOULD VISIT THE SITE, CHECK THE SYSTEMS, ASSESS THEREQUIREMENTS AND QUOTE LUMP SUM ACCORDINGLY.#ALL THE MATERI</p> <p>ALS IN GENERAL WILL CONFORM AS PER LATEST STANDARDS ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.#TEST THE WATER CHEMICAL AN</p> <p>ALYSIS AND ADVICE AND ADD OF THE REQUIREDCHEMICAL. (AT LEAST THREE TYPES OF CHEMICALS FOR CHILLED WATER SYSTEMINSIDE</p>	4	JOB				

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			<p>MS PIPES WATER  TEMP 6 DEG. C.)#COMPREHENSIVE ANNUAL  MAINTENANCE OF CHILLED WATER CHEMICAL  TREATMENTSADD ANTICORROSION CHEMICALS  FOR 24 HOURS, TAKE  WATER SAMPLES AGAIN,RECYCLE THE CHEMICALS  AND OBTAIN THE RESULT.#ADD THE REQUIRED  CHEMICALS FOR SOFTENING, ANTICORROSION  AND TAKESAM  PLE AGAIN FOR WATER SAMPLING AND  ANALYZING.#EVERY MONTH TAKE WATER  SAMPLES AND TEST FOR ANALYZING ALL  FACTORSREQUIRED FOR CLOSED CIR  CUITS CHILLED WATER SYSTEM TO KEEP  WATEREFFICIENCY AT THE 6 DEG. C.#THE  CONTRACTOR MUST SUBMIT ANALYZING REPORTS  (CHILLED WATER) ARE  MONTHLY BASIS. (FROM DM APPROVED  LAP)#EVERY THREE-MONTH TEST REPORT TO BE  PROVIDED FOR LEGIONELLA FORCHILLED WATER  SYSTEM.#EVERY THR  EE-MONTH TEST REPORT TO BE PROVIDED FOR  BACTERIA AEROBICCOUNT FOR ALL CHILLED</p>						

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			<p>WATER SYSTEM AS PER DM REGULATION. (AS PER TABLEBELOW)                      #TEST TO BE PERFORMED FROM DUBAI MUNICIPALITY ACCREDITED LABORATORY ONLY. #IF THE BACTERIA/ LEGIONELLA COUNT WAS FOUND ABOVE THE ACCEPTABLE RANGE, IT HAS TO BE INTIMATED TO THE CONCERNED ENGINEER AND CORRECTIVE MEASURES/PLAN MUST BE GIVEN. #KEEP SPARE CHEMICAL GALLONS FROM EACH TYPE (10 GALLONS EACH, TOTAL 30 NOS) SUFFICIENT FOR ONE YEAR. #THE CONTRACTOR TO REMOVE EMPTY CANS AND EXPIRED CHEMICALS AS WELL FROM THE SITE. DEWA-CONFIDENTIAL ## DURATION OF THE WATER FLUSHING, TESTING AND ADJUSTING TO COMPLETE ALL WORK WITHIN TWO MONTHS OF THE WINTER TIME ONLY. ## SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST IN ORDER TO KEEP THE EQUIPMENT DOWN TO MINIMUM AND MUST</p>						

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			<p>BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS.##DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE MANPOWER TO CARRYOUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.##ALL THE MATERIALS IN GENERAL WILL CONFORM AS PER LATEST STANDARDS ANDSHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.##THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT, DAMAGEANY OF THE EXISTING EQUIPMENT/ STRUCTURE ETE###SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SY STEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HOURS EMERGENCY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OFNOTIFICATION AS PER BELOW TWO SLA CONDIT</p>						

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			<p>IONS.##ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/SUPERVISION OF COMPETENT SUPERVISOR.##CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FORFORWARDING AND REGISTERING COMPLAINTS.##CONTRACTORS SUBMIT THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.##CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.##RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTEDBEFORE PROCEEDING WORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE.##BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENUREIF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE</p>						

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			<p>OFDEWA SUPERVISOR AL            SO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA            SUPERVISORWILL EVALUATE SNAGS WHICH IS            VALID OR INVALID, IF FAILED TO CLEAR THESNAGS            AS PE            R SLA DEWA WILL GET THE RECTIFICATION DONE            THROUGH THIRDPARTY AND THE RESPECTIVE            COST SHALL BE DEDUCTED FROM            PAYMENT.DEWA-CONFIDENTI            AL##THE CONTRACT CAN BE TERMINATED BY            EMPLOYER#S CONVENIENCE WITH SEVENDAYS            WRITTEN NOTICE TO THE CONTRACTOR WITHOUT            EXPLAINING ANY            REASON FORTERMINATION. CONTRACTOR WILL            SUBMIT THE INVOICE BASED ON ACTUAL            WORKDONE AT SITE AND APPLICABLE DUE            PAYMENT WILL BE RELEAS            ED BASED ONEMPLOYER VERIFICATION AND            CONFIRMATION.##THE CONTRACT PERIOD WILL            START FROM THE DATE OF FIRST SERVICE/            VISIT.##IN CASE O            F UNSATISFACTORY PERFORMANCE, THE LPO            WILL BE CANCELLEDGIVING 15 DAYS#</p>						

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			<p>NOTICE##CONTACT PERSON FOR SITE VISIT MR. MOHIDEEN: 055 38105                      13, 04                      3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).RECOMMENDED LIMITS FOR CHILLED WATER. SR. NO                      #TEST NAME #CONTROL LIMIT#1 #PH #8.5 - 11 #                      2 #CONDUCTIVITY (#S/CM) #&lt; 3000 #3 #TOTAL DISSOLVED SOLIDS (MG/L) #&lt; 2100 #4 #SUSPENDED SOLIDS (MG/L) #&lt; 30 #5 #DISSOLVED IRON (MG/L) #&lt; 0.5 #6 #NITRITE (MG/L NO2) #&gt; 600 #B. SLA CONDITION: -##BASED ON CRITICALITYP 1 - EMERGENCY: LIFE, PROPERTY, ENVIRONMENT AND / OR BUSINESSCONTINUITY AT RISK.ITEM: PRIORITY P1 SLA RESPONSE DETAILSPRIORITY: P1- EMERGENCYTIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 4 HOURSTYPICAL (P1- EMERGENCY PROBLEMS)##SIGNIFICANT IMPACT HAS OCCURRED OR HAS THE POTENTIAL TO OCCUR TO THECLIENT / BUSINESS OPERATION.##HEALTH AND SAFETY ISSUES. INJURY HAS OCCURRED OR AN IMMEDIATE THREATOF</p>						

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			<p>INJURY IS PRESENT.DEWA-CONFIDENTIAL##SIGNIFICANT DAMAGE TO PROPERTY HAS OCCURRED.##ANY ENVIRONMENTAL PROBLEM THAT PRESENTS AN IMMEDIATE RISK OFSIGNIFICANT CONTAMINATION OF THE RESIDENCE, WORKPLACE OR ENVIRONMENT.##ANY RISK THAT WOULD ENDANGER SECURITY OF THE PROPERTY AND OCCUPIES.P2 - NON - EMERGENCY; CANNOT WAIT UNTIL NEXT SCHEDULED VISIT WITHOUTHAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P2 SLA RESPONSE DETAILS</p> <p>PRIORITY: P2-URGENTTIME TO RESPOND: 30 MINUTESTIME TO RESOLVE: 8 HOURSTYPICAL (P2-URGENT PROBLEMS)##MINOR IMPACT HAS OCCURRED OR HAS POTENTIAL OF OCCURRING TO THE CLIENT/ BUSINESS OPERATION.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE PRESENTING POSSIBLETHREAT OF INJURY.##ENVIRONMENTAL ISSUE</p>						

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			<p>PRESENTING POTENTIAL RISK OF MINOR CONTAMINATION OF RESIDENCE, WORKPLACE OR ENVIRONMENT.P3- ROUTINE  : SERVICE THAT CAN WAIT UNTIL A REGULAR VISIT WITHOUT HAVING A NEGATIVE IMPACT TO THE CLIENT / BUSINESS OPERATION.ITEM: PRIORITY P3 S  LA RESPONSE DETAILS PRIORITY: P3-ROUTINE TIME TO RESPOND: 1 DAYTIME TO RESOLVE: 2 DAYSTYPICAL (P3- ROUTINE PROBLEMS)##MINOR PRESENTATION ISSUE.##POTENTIAL OCCUPATIONAL HEALTH AND SAFETY ISSUE.##NO THREAT OF INJURY IS PRESENT.DEWA-CONFIDENTIALC. GENERAL CONDITION &amp; MOBILIZATION AT SITE OF THE CONTRACT:  -##CONTRACTOR SHALL OBTAIN ALL NECESSARY APPROVALS/ CLEARANCE FROM CONCERNED DEWA ENGINEER/SUPERVISOR BEFORE COMMENCING ANY MAINTENANCE ACTIVITIES.##SUPERVISOR SHALL BE RESPONSIBLE FOR THE SAFETY OF MEN/ EQUIPMENT DURING THE MAINT</p>						

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			<p>ENANCE ACTIVITIES AND ALSO MUST ENSURE THAT WORKEXECUTED IS OF HIGHEST STANDARD.##CONTRACTOR SHALL TAKE CARE OF ALL RELATED FORMALIT IES LIKEMOBILIZATION OF STAFF, ENSURING TOOLS &amp; TEST EQUIPMENT#S ARE AVAILABLEAT SITE FOR CARRYING OUT THE CORRECTIVE MAINTENANCE AC TIVITIES.##TRANSPORTATION OF STAFF FROM TO SITE SHALL BE ARRANGED BY THECONTRACTOR.##DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYON D THE ORDER PRICEDURING AND AFTER THE EXECUTION OF WORK, UNLESS CLAIM WITH PROPERJUSTIFICATION IS APPROVED BY DEWA MANAGEMENT.##CONT RACTOR SHALL BE RESPONSIBLE FOR ANY DISCREPANCIES OR DAMAGES OFTHE EXISTING SYSTEM DURING EXECUTION OF THE WORK.##CONTRACTOR MUST EX ECUTE ALL RELATED WORKS REQUIRED, FOR THE SAFEEXECUTION OF MAINTENANCE ACTIVITY, EVEN THOUGH NOT MENTIONED EXPLICITLYIN THE</p>						

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			ORDER.## COVID-19 PRECAUTION MEASURES TO BE FOLLOWED AS PER DEWA HEALTH & SAFETY DEPARTMENT RECOMMENDATION UNTIL FURTHER NOTICE.##CONTRACTOR S TAFF IS REQUIRED TO WEAR PROPER PERSONAL PROTECTIVEEQUIPMENT AT ALL TIME ON THE SITE.D. SAFTEY PRECAUTION & SITE						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### **SPECIAL NOTES / INSTRUCTIONS:**

Comprehensive AMC of Chilled Water Chemical Treatments at Al Hudaibah  
CHC

Contact: Mohideen / 553810513

Site Visit: 02.06.2026 @10:00

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.

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

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- 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.
- 8)Data Privacy, Security and Sharing:
  - a) Third-party shall handle DEWA data in accordance with all applicable laws, regulations, and DEWA policies.
  - b) DEWA data shall not be shared outside UAE, in line with DESC ISR requirements.
  - c) 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.
  - d) DEWA reserves the right to withhold data from third parties if deemed sensitive.

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- e) 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.
- f) 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.
- g) 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 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

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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.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**