

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332601355
DATE : 08.06.2026
REQ No : 1032602388
REQ TITLE : COMPREHENSIVE AMC OF
DELIVERY LOCATION
CLOSING DATE : 12.06.2026
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>COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT BMC BUILDING DEWA-CONFIDENTIAL</p> <p>COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT BMC BUILDING.#SCOPE OF WORKS:#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF CPM SYSTEM INCLUDING SPARES (SUCH AS REPLACEMENT OF SENSORS, MOTORIZED ACTUATORS AND VALVES (CHILLER & COOLING TOWER), DAMPER ACTUATORS, LEAK DETECTION SENSORS INSIDE CHILLER ROOM, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, UPGRADING OF SOFTWARE, ETC)#THIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) IS INTENDED TO ENSURE THE RELIABLE, EFFICIENT, AND CONTINUOUS OPERATION OF THE CHILLER PLANT MANAGER (CPM) SYSTEM. THE AMC COVERS PREVENTIVE AND</p>	4	JOB				

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			CORRECTIVEMAINTENANCE SERVICES , REPLACEMENT OF SPARE PARTS, AND SOFTWARE UPGRADESTO MAINTAIN SYSTEM PERFORMANCE, EXTEND EQUIPMENT LIFESPAN, AND IMPROVEENERGY EFFICIENCY.#AMC INCLUDES CHECKING OF ANY ISSUES OF THE CONTROL WIRING INSIDE THEDDC OUTSTATION PANELS.#CONTRACTOR SCOPE INCLUDES VALIDATION OF CPM FIELD SENSORS AND ITSREADINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORYCALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDERCOMPREHENSIVE SCOPE.#ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDED AWARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY.#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEYONLY.#DURING PP M ACTIVITIES CONTRACTOR TO PROVIDE MORE MANPOWER TO CARRY OUTPREVENTIVE						

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			<p>MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.#THE CONTRACTOR SHALL DEPLOY THE SKILLED TECHNICIANS TO CARRY OUT THE MAINTENANCE WORK.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF THE EQUIPMENT/SYSTEM 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 OF NOTIFICATION AS PER BELOW TWO SLA CONDITIONS.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/ SUPERVISION OF COMPETENT SUPERVISOR.#PPM ACTIVITIES TO BE CARRIED OUT AS PER THE DEWA CHECK LIST.DEWA-CONFIDENTIAL1.#PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTH ALONG WITH DETAILS (ASSET NUMBER, MODEL NUMBER,</p>						

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			SERIAL NUMBER, DATE, QUANTITY & QUARTER, MAJOR/MINOR) AFTER VERIFICATION OF DEWA CONCERNSUPER VISOR.2.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERING COMPLAINTS.1.#CONTRACTORS SUBMIT THEIR OWN CHECK LIST FOR THE CORRECTIVE MAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD.1.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKING DAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.1.#ALL CONTRACTORS TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASIS BEFORE COB.2.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.3.#THE CONTRACT PERIOD WILL S						

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			<p>TART FROM THE DATE OF FIRST SERVICE/VISIT.4.#MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BECARRIED OUT YEARLY.5.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENUREIF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OFDEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISORWILL EVALUATE SNAGS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THESNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRDPARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.6.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FORTERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE</p>						

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			<p>DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VERIFICATION AND CONFIRMATION.7.#IN CASE OF UNSATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLED GIVING 15 DAYS# NOTICE8.#CONTACT PERSON FOR SITE VISIT MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).24. PREVENTIVE MAINTENANCE.#CARRY OUT QUARTERLY PREVENTIVE MAINTENANCE VISITS AS PER DEWA SCHEDULE THROUGHOUT THE CONTRACT PERIOD..#INSPECT AND CLEAN ALL CONTROL PANELS, ENSURING THE TIGHTNESS OF ELECTRICAL CONNECTIONS AND REMOVAL OF DUST..#VERIFY THE OPERATION OF ALL SENSORS, FIELD DEVICES, CONTROLLERS, COMMUNICATION MODULES, AND GATEWAYS.DEWA-CONFIDENTIAL.#CHECK AND TEST CONTROL SEQUENCES FOR CHILLERS, CONDENSER WATER PUMPS, CHILLED WATER PUMPS, AND</p>						

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			<p>COOLING TOWERS INTEGRATED WITHIN THE CHILLERPLANT MANAGER..#VERIFY COMMUNICATION INTEGRITY BETWEEN CHILLER PLANT MANAGER,CONNECTED EQUIPMENT, AND BUILDING MANAGEMENT SYSTEM (BMS)..#CALIBRATE TEMPERATURE SENSORS, PRESSURE SENSORS, FLOW METERS, ANDENERGY METERS, PROVIDING CALIBRATION CERTIFICATES IF REQUIRED..#PERFORM SIMULATION TESTS ON ALARM POINTS TO VERIFY FUNCTIONALITY ANDRESPONSIVENESS..#CHECK AND VERIFY TIME SCHEDULES AND PID PARAMETERS FOR OPTIMIZATION..#INSPECT AND UPDATE FIRMWARE/SOFTWARE OF CONTROLLERS IF REQUIRED ANDAPPROVED BY DEWA.25. CORRECTIVE MAINTENANCE.#PROVIDE UNLIMITED BREAKDOWN AND CORRECTIVE MAINTENANCE VISITSTHROUGHOUT THE CONTRACT PERIOD..#THE CONTRACTOR SHALL RESPOND TO EMERGENCY CALLS PROMPTLY TO MINIMIZEDOWNTIME, I</p>						

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			<p>N COMPLIANCE WITH DEWA SLA REQUIREMENTS..#DIAGNOSE FAULTS AND RESTORE SYSTEM FUNCTIONALITY PROMPTLY, INCLUDING SOFTWARE TROUBLESHOOTING, HARDWARE REPLACEMENT, AND RECONFIGURATION OF DEVICES..#REPAIR OR REPLACE DEFECTIVE PARTS, CONTROLLERS, COMMUNICATION MODULES, OR SENSORS UPON DEWA APPROVAL..#MAINTAIN SYSTEM INTEGRITY DURING CORRECTIVE ACTIONS TO AVOID DISRUPTIONS TO CHILLER PLANT OPERATIONS.26. SYSTEM OPTIMIZATION.#ANALYSE SYSTEM TRENDS AND OPERATIONAL DATA TO IDENTIFY INEFFICIENCIES..#FINE-TUNE CONTROL STRATEGIES FOR OPTIMIZED CHILLER SEQUENCING, PUMP STAGING, AND TOWER FAN OPERATION TO REDUCE ENERGY CONSUMPTION..#REVIEW SETPOINTS AND CONTROL LOGIC WITH DEWA ENGINEERS PERIODICALLY FOR CONTINUOUS IMPROVEMENT..#PROVIDE RECOMMENDATIONS FOR ADVANCED STRATEGIES SUCH AS</p>						

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			<p>DEMANDLIMITING, DELTA -T OPTIMIZATION, AND PEAK LOAD MANAGEMENT IF FEASIBLEWITHIN EXISTING SYSTEMS.27. REPORTING AND DOCUMENTATION.#SUBMIT PREVENTIVE MAIN TENANCE REPORTS AFTER EACH VISIT, DETAILING:.#ACTIVITIES CARRIED OUT.#OBSERVATIONS AND FINDINGS.#SYSTEM PERFORMANCE STATUS.#RECOMMEN DATIONS FOR CORRECTIVE ACTIONS (IF REQUIRED)DEWA-CONFIDENTIAL.#MAINTAIN BREAKDOWN LOGS WITH DETAILS OF FAULTS, CORRECTIVE ACTIONS,AN D PARTS REPLACED..#PROVIDE MONTHLY SUMMARY REPORTS TO DEWA, HIGHLIGHTING SYSTEM HEALTH,FAULTS ATTENDED, AND RECOMMENDATIONS..#SUBMIT AN ANNUAL COMPREHENSIVE SYSTEM HEALTH REPORT WITH TRENDANALYSIS AND IMPROVEMENT SUGGESTIONS.28. TRAINING AND TECHNICAL SUPPORT.#PRO VIDE PERIODIC TRAINING TO DEWA OPERATIONS STAFF ON MONITORING THECHILLER PLANT</p>						

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			<p>MANAGER, UNDERSTANDING ALARMS, TREND ANALYSIS, AND BA SICTROUBLESHOOTING..#PROVIDE REMOTE TECHNICAL SUPPORT DURING WORKING HOURS FOR MINORCONFIGURATION AND MONITORING ASSISTANCE..#CONDUCT REFRESHER TRAINING ANNUALLY OR UPON REQUEST TO ENSUREKNOWLEDGE RETENTION.29. SPARE PARTS COVERAGE (COMPREHENSIVE AMC).#REPLACEMENT OF CRITICAL SPARE PARTS AT NO ADDITIONAL COST DURING AMCPERIOD, INCLUDING BUT NOT LIMITED TO:.#MAIN CONTROLLERS..#/O MODULES AND EXPANSION CARDS..#POWER SUPPLY MODULES..#NETWORK CARDS AND COMMUNICATION MODULES..#FIELD SENSORS AND ACTUATORS..#ONLY OEM-APPROVED SPARE PARTS WILL BE USED..#MINIMUM SPARE STOCK TO BE MAINTAINED FOR QUICK REPLACEMENT.30. SOFTWARE & SYSTEM UPGRADATION..#PROVISION OF PERIODIC SOFTWARE UPDATES, PATCHES, AND</p>						

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			BUG FIXES..#FIRMWARE UPGRADES FOR CPM CONTROLLERS AND PERIPHERAL DEVICES..#ENHANCEMENTS FOR COMPATIBILITY WITH THE LATEST OPERATING SYSTEMS AND IT INFRASTRUCTURE..#DATABASE BACKUP, RESTORATION, AND MIGRATION SUPPORT..#CYBERS EURITY UPDATES, INCLUDING PATCHES TO ADDRESS VULNERABILITIES..#SOFTWARE CUSTOMIZATION FOR REPORTING, ENERGY A						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT BMC BUILDING.

NOTE: M/s JOHNSON CONTROLS AIR CONDITIONING IS THE OEM SUPPLIER

Contact : Mohideen / 0553810513

Site Visit Date <(>&< Time: 05/06/2026

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Payment Terms: Every three months (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

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

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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:

- 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.

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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 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