

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332601603
DATE : 03.07.2026
REQ No : 1032602777
REQ TITLE : AMC FOR UPS SYSTEM
DELIVERY LOCATION
CLOSING DATE : 09.07.2026
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-CONFIDENTIALANNUAL MAINTENANCE CONTRACT FOR UPS SYSTEMS AT VARIOUS DEWA PUMPINGSTATION (ZONE 02 & 03)1. GENERAL REQUIREMENTS:#</p> <p>THE CONTRACTOR SHALL VISIT THE SITE TO ASSESS THE CONDITIONS OF THEEXISTING UPS SYSTEMS, LOCAL SITE CONDITIONS, AND REQUIRED LABOR A</p> <p>NDMATERIALS BEFORE SUBMITTING THE PROPOSAL FOR THE</p> <p>NON-COMPREHENSIVEANNUAL MAINTENANCE CONTRACT.# THE CONTRACTOR MUST HAVE A MINIMUM</p> <p>OF FIVE YEARS OF EXPERIENCE INMAINTAINING SIMILAR UPS SYSTEMS.# THE CONTRACT SHALL BE VALID FOR TWELVE MONTHS FROM THE DATE OF AWAR</p> <p>D.2. SCOPE OF WORK:THE CONTRACTOR SHALL CARRY OUT THE FOLLOWING MAINTENANCE ACTIVITIES ASPART OF THE AMC, INCLUDING TWELVE PREVENTIV</p> <p>E MAINTENANCE VISITS PERYEAR, UNLIMITED EMERGENCY RESPONSES, AND A HALF-YEARLY</p>	1	EA				

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			<p>MAJOR UPS SERVICE WITH A BATTERY IR TEST.2.1 PLANNED P REVENTIVE MAINTENANCE: PREVENTIVE MAINTENANCE INVOLVES SCHEDULED ACTIVITIES AT PREDETERMINED INTERVALS TO REDUCE SYSTEM FAILURES AND ENSURE OPTIMAL PERFORMANCE. THE CONTRACTOR SHALL EXECUTE A PPM PROGRAM FOLLOWING THE MANUFACTURER'S RECOMMENDATIONS AND DEWA'S REQUIREMENTS TO ENSURE THE LONG-TERM RELIABILITY OF UPS SYSTEMS. MINOR PREVENTIVE MAINTENANCE TASKS (MONTHLY VISITS): THESE TASKS FOCUS ON ROUTINE INSPECTIONS AND MAINTENANCE TO PREVENT MINOR FAULTS AND ENSURE CONTINUOUS OPERATION: # CONDUCT VISUAL INSPECTIONS OF UPS SYSTEMS, BATTERY BANKS, STATIC TRANSFER SWITCHES, AND ISOLATION TRANSFORMERS FOR SIGNS OF WEAR, DAMAGE, OR ABNORMALITIES. # VERIFY THE UPS SYSTEM</p>						

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			<p>M#S OPERATING STATUS, CHECKING FOR FAULTS, ALARMS, AND ABNORMAL READINGS.# MEASURE AND ANALYZE UPS LOAD LEVELS, ENSURING THEY ARE WITHIN SAFE OPERATING LIMITS, AND RECOMMEND ACTIONS IF NEARING CAPACITY. DEWA-CONFIDENTIAL# CHECK AND VERIFY AIRFLOW, COOLING FAN OPERATION, AND VENTILATION CONDITIONS.# INSPECT AND CLEAN AIR FILTERS, DUST COVERS, AND VENT OPENINGS TO PREVENT OVERHEATING.# INSPECT AND TEST ALL POWER AND CONTROL FUSES FOR PROPER FUNCTIONALITY.# RECORD AND ANALYZE UPS VOLTAGE, CURRENT, AND FREQUENCY LEVELS TO ENSURE STABLE OUTPUT.# VERIFY THE BATTERY CHARGING VOLTAGE AND CURRENT LEVELS FOR PROPER OPERATION AND AGING ASSESSMENT.# PERFORM TORQUE CHECKS ON ELECTRICAL CONNECTIONS, ENSURING SECURE TERMINATIONS TO PREVENT LOOSE CONTACTS.# VALIDATE ALARM HISTORY AND</p>						

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			<p>EVENT LOGS, IDENTIFYING ANY ABNORMAL EVENTS THAT REQUIRE CORRECTIVE ACTIONS.# THE CONTRACTOR SHALL SUBMIT A MANUFACTURER-RECOMMENDED CHECKLIST FOR MONTHLY PREVENTIVE MAINTENANCE, ENSURING COMPLIANCE WITH OEM STANDARDS AND BEST PRACTICES.# SUBMIT A DETAILED MAINTENANCE REPORT AFTER EACH VISIT, INCLUDING OBSERVED CONDITIONS, CORRECTIVE ACTIONS TAKEN, AND RECOMMENDATIONS.MAJOR PREVENTIVE MAINTENANCE TASKS (EVERY SIX MONTHS):THIS SERVICE INCLUDES IN-DEPTH INSPECTIONS, TESTING, AND PROACTIVE REPLACEMENT OF COMPONENTS AS PER THE UPS MANUFACTURER'S LIFE SUPPORT-BASED REPLACEMENT PLAN:# DEEP INTERIOR CLEANING OF UPS UNITS, INCLUDING POWER MODULES, CONTROL CIRCUITS, AND FAN ASSEMBLIES, TO REMOVE DUST, DEBRIS, AND CONTAMINANTS.# CONDUCT A COMPREHENSIVE INSPECTION OF</p>						

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			<p>BATTERIES, STS, ISOLATION TRANSFORMERS, AND OTHER CRITICAL UPS COMPONENTS.# PERFORM BATTERY INTERNAL RESISTANCE TESTING AND SUBMIT A DETAILED REPORT ON BATTERY HEALTH.# INSPECT AND TIGHTEN BATTERY TERMINALS, CABLES, AND HARDWARE, ENSURING PROPER TORQUE AND CORRECTING ANY LOOSE CONNECTIONS.DEWA-CONFIDENTIAL# TEST AND VERIFY UPS INTERNAL POWER SUPPLY VOLTAGES FOR STABILITY AND CONFORMANCE TO MANUFACTURER SPECIFICATIONS.# INSPECT CAPACITORS FOR LEAKAGE, DEGRADATION, AND END-OF-LIFE ASSESSMENT BASED ON MANUFACTURER RECOMMENDATIONS.# CONDUCT BATTERY LEAKAGE TESTS AND REPORT THEIR EXPECTED LIFE CYCLE STATUS.# PERFORM A THERMOGRAPHIC SURVEY OF UPS COMPONENTS, BATTERIES, AND ELECTRICAL CONNECTIONS TO DETECT OVERHEATING OR POTENTIAL FAILURES.# EXECUTE ANNUAL</p>						

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			<p>BATTERY LOAD TESTING TO VERIFY BATTERY PERFORMANCE UNDER FULL LOAD CONDITIONS AND RECOMMEND EMERGENCY SPARE BATTERIES FOR ON-SITE STORAGE.# PLACE UPS IN STATIC BYPASS MODE (WITH DEWA APPROVAL) FOR A DETAILED INSPECTION OF INTERNAL COMPONENTS, INCLUDING RECTIFIERS, INVERTERS, POWER SUPPLIES, AND SWITCHING CIRCUITS.# THE CONTRACTOR SHALL SUBMIT A MANUFACTURER-RECOMMENDED CHECKLIST FOR BIENNIAL PREVENTIVE MAINTENANCE, ENSURING ALL CRITICAL COMPONENTS ARE INSPECTED AND TESTED AS PER OEM STANDARDS.# THE CONTRACTOR SHALL PROVIDE A DETAILED PREVENTIVE MAINTENANCE CHECKLIST ALIGNED WITH THE UPS MANUFACTURER'S RECOMMENDATIONS, COVERING ALL CRITICAL COMPONENTS AND OPERATIONAL PARAMETERS.# SUBMIT A LIFE SPAN-BASED UPS COMPONENT REPLACEMENT PLAN, OUTLINING CRITICAL</p>						

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			<p>PARTS THAT REQUIRE PROACTIVE REPLACEMENT PER MANUFACTURER GUIDELINES.# PROVIDE AN UPDATED BILL OF MATERIALS FOR COMPONENTS APPROACH IN END-OF-LIFE, INCLUDING AVAILABILITY AND COST ESTIMATES.2.2 BREAKDOWN MAINTENANCE AND EMERGENCY RESPONSE:# THE CONTRACTOR SHALL BE A AVAILABLE 24/7 FOR EMERGENCY MAINTENANCE.# RESPONSE TIME SHALL NOT EXCEED 1 HOUR FROM CALL LOGGING.# THE CONTRACTOR MUST ALWAYS MAINTAIN AN EMERGENCY ON-CALL TEAM.# AN ESCALATION MATRIX EOP AND SOP FOR THE SYSTEM SHALL BE PROVIDED AT SITE NEAR TO THE UPS.DEWA-CONFIDENTIAL.2.3 REPAIRS TO UPS SYSTEMS AND EQUIPMENT:THE SERVICE PROVIDER SHALL REPAIR MALFUNCTIONING ELECTRICAL EQUIPMENT IDENTIFIED DURING MAINTENANCE. SERVICES INCLUDE:# PROVIDING ALL NECESSARY LABOR AND EXPERTISE TO MAINTAIN UPS SYSTEMS IN GOOD OPERATING</p>						

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			<p>CONDITION.# P PROVIDING REMEDIAL MAINTENANCE AND DEPLOYING A TEAM OF ENGINEERS TO ENSURE THE EQUIPMENT FUNCTIONS PER MANUFACTURER SPECIFICATIONS.# A ANY REPAIR OR REPLACEMENT BEYOND THE CONTRACT SCOPE SHALL BE QUOTED SEPARATELY AND SUBMITTED TO DEWA FOR APPROVAL (SUBJECT TO ADDITION AL POISSUANCE).# FAULT DETECTION AND TROUBLESHOOTING.# REPLACEMENT OF DEFECTIVE COMPONENTS.# REPAIRS OF DAMAGED EQUIPMENT.# UPGRADES AND MODIFICATIONS (SUBJECT TO ADDITIONAL PO ISSUANCE).# TESTING AND COMMISSIONING OF REPAIRED EQUIPMENT.2.4 EQUIPMENT INSPECTION & TESTING:# CONDUCT PPM INSPECTIONS TO DETECT POTENTIAL ISSUES BEFORE FAILURES OCCUR.# PERFORM COMPREHENSIVE TESTING TO VERIFY EQUIPMENT FUNCTIONALITY POST-REPAIR.3. DELIVERABLES & REPORTING: THE CONTRACTOR MUST MAINTAIN</p>						

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			<p>A DEDICATED SHARED FOLDER ON MICROSOFT 365FOR SU BMITTING ALL REPORTS AND DOCUMENTS. THE FOLDER SHALL BE STRUCTUREDAS FOLLOWS:# REPORTS: MAINTENANCE LOGS, ISSUE TRACKERS, AND INCIDE NT REPORTS.# PPM ACTIVITY TRACKER & SLA COMPLIANCE REPORTS: PLANNED VS. ACTUALMAINTENANCE ACTIVITIES.# UPDATED ASSET LIST & CRITICAL SPARE PARTS INVENTORY: ENSURING PARTSAVAILABILITY.# DEWA APPROVED MAINTENANCE REPORTS.DEWA-CONFIDENTIAL# SOPS AND EOPS. THE CONTRAC TOR MUST MAINTAIN EOP AND SOP AT SITE.# ESCALATION MATRIX & EMERGENCY CALL TICKETING SYSTEM.# PERIODIC MAINTENANCE SCHEDULES & QUART ERLY COMPLETION REPORTS.# UPDATES ON SPARE PARTS & CONSUMABLES AVAILABILITY.# PROOF OF STAFF TRAINING AND CERTIFICATION, COMPLIANCE STATEMENT & SLA.# SYSTEM LIFE CYCLE</p>						

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			<p>MANAGEMENT RECORDS. A LIFE SPAN-BASED REPLACEMENT PLAN MANUFACTURER GUIDELINES FOR UPS COMPONENTS , INCLUDING CAPACITORS, BATTERIES, FANS, AND OTHER CRITICAL PARTS, SHALL BE SUBMITTED TO DEWA FOR REVIEW AND APPROVAL.# THE CONTRACTOR MUST MAINTAIN AND UPDATE A STRUCTURED UPS COMPONENT REPLACEMENT SCHEDULE BASED ON MANUFACTURER GUIDELINES, HISTORICAL PERFORMANCE DATA, AND PREDICTIVE MAINTENANCE INSIGHTS. UPS MAINTENANCE ACTIVITIES SHALL INCLUDE TRACKING COMPONENT AGING AND RECOMMENDING PROACTIVE REPLACEMENTS TO AVOID UNEXPECTED FAILURES.# THE CONTRACTOR SHALL SUBMIT A DETAILED REPORT ON COMPONENT CONDITIONS, ESTIMATED REMAINING LIFE, AND RECOMMENDED REPLACEMENT TIMELINES AS PART OF EACH PREVENTIVE MAINTENANCE VISIT.# ALL PREVENTIVE AND CORRECTIVE MAINTENANCE</p>						

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			ACTIVITIES SHALL COMPLY WITH THE MANUFACTURER'S PRESCRIBED MAINTENANCE STANDARDS AND COMPONENT LIFECYCLE EXPECTATIONS. # ANNUAL REPORTS: A DETAILED REPORT AT THE END OF EACH YEAR SUMMARIZING ALL ACTIVITIES, EQUIPMENT CONDITION INCLUDING DEFECTS SNAGS BEFORE CONTRACT EXPIRY, AND SUGGESTED IMPROVEMENTS. 4. PAYMENT TERMS: # PAYMENT TERMS SHALL BE QUARTERLY UPON COMPLETION OF EACH PREVENTIVE						
2		ITEM-00001	AL HUDAIBAHA BB120KVA	1	EA				
3		ITEM-00001	CHC - AL WASL ABB80KVA	1	EA				
4		ITEM-00001	SUSTAINABLE BUILDING - AL QOUZ ABB100KVA	1	EA				
5		ITEM-00001	CHC HATTA SCHANIDER40KVA	1	EA				
6		ITEM-00001	NAJMA P.S PHASE 3GTEC60 KVA	1	EA				
7		ITEM-00001	NAJMA P.S PHASE 4GTEC60 KVA	1	EA				
8		ITEM-00001	JEBEL ALI RESERVOIR-1,2 &3 LEGRAND 60KV	1	EA				
9		ITEM-00001	GARDEN PUMPING STATION CHLORIDE 10 KVA	1	EA				
10		ITEM-00001	CHC-JEBEL ALI ABB80 KVA	2	EA				

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11		ITEM-00001	JABEL ALI HABAB P.S PHASE 1 ABB60 KVA	2	EA				
12		ITEM-00001	JABEL ALI HABAB P.S PHASE 1GTEC120 KVA	1	EA				
13		ITEM-00001	GHAFAT RESERVOIR LEGRAND 20KVA	1	EA				
14		ITEM-00001	JEBEL ALI HABAB P.S PHASE-2GTEC 60 KVA	2	EA				
15		ITEM-00001	JEBEL ALI HABAB P.S PHASE-3GTE C60 KVA	2	EA				
16		ITEM-00001	MUSHRIF RESERVOIR LEGRAND 20 KVA	2	EA				
17		ITEM-00001	MUSHRIF PUMPING STATION GTEC 60KVA	1	EA				
18		ITEM-00001	NAD AL SHIBA P.S CHLORIDE 60 KVA	1	EA				
19		ITEM-00001	HATTA P.S PHASE-3 CHLORIDE 20 KVA	2	EA				
20		ITEM-00001	HATTA CITY WATER RESERVOIR LEGRAND 20 KV	1	EA				
21		ITEM-00001	HATTA CITY WATER P.S ABB15 KVA	1	EA				
22		ITEM-00001	AWEER WELL FIELD OFFICE LEGRAND 20 KVA	1	EA				
23		ITEM-00001	HEAD OFFICE (MAIN BUILDING) ABB200 KVA	1	EA				
24		ITEM-00001	HEAD OFFICE BLOCK A ABB 40KVA	1	EA				
25		ITEM-00001	HEAD OFFICE BLOCK B ABB 40KVA	1	EA				
26		ITEM-00001	CHC-UMM RAMOOL ABB 120KVA	1	EA				
27		ITEM-00001	EMERGENCY OFFICE -WARQA SCHANIDER 40KVA	1	EA				
28		ITEM-00001	RUWAIYAH DP COMPLEX GE 160KVA	1	EA				
29		ITEM-00001	INNOVATION CENTER GE 15KVA	1	EA				
30		ITEM-00001	INNOVATION CENTER SCHANIDER 100 KVA	1	EA				

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31		ITEM-00001	AL RUWIYAH GARAGE PHASE 1 ABB40 KVA	1	EA				
32		ITEM-00001	AL RUWIYAH GARAGE PHASE 2 ABB40 KVA	1	EA				
33		ITEM-00001	RUWAIYAH DP COMPLEX REILO40 KVA	1	EA				
34		ITEM-00001	BMC BUILDING ABB15 KVA	5	EA				
35		ITEM-00001	BMC BUILDING ABB120 KVA	1	EA				
36		ITEM-00001	ZONAL OFFICE -AL GHUSAI REILO 80 KVA	1	EA				
37		ITEM-00001	JABAL ALI BACHLOR ACCMO SCHANIDER 20 KV	2	EA				
38		ITEM-00001	HATTA VILLAGE PUMPING STATION ABB 20 KVA	1	EA				
39		ITEM-00001	FURJAN PUMPING STATION LEGRAND 60 KVA	1	EA				
40		ITEM-00001	BMC BUILDING SCHANIDER 40 KVA	1	EA				

TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:

AMC FOR UPS SYSTEM

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.

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

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- 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.
- 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.

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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 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.

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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