

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332601611
DATE : 06.07.2026
REQ No : 1032603036
REQ TITLE : Comprehensive Annual
DELIVERY LOCATION
CLOSING DATE : 10.07.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS) ATAL RUWAIYAH DP COMPLEX.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE BUILDINGMANAGEMENT SYSTEM (BMS) OUTLINES THE TERMS AND SCOPE FOR THE PREVENTIVE AND CORRECTIVE MAINTENANCE OF THE BMS INSTALLED ACROSS OUR FACILITIES.THE PURPOSE OF THIS AMC IS TO ENSURE THE BMS SYSTEM OPERATES RELIABLYAND EFFICIENTLY THROUGHOUT THE CONTRACT PERIOD BY CONDUCTING REGULARPREVENTIVE MAINTENANCE, TIMELY RECTIFICATION OF FAULTS, AND CONTINUOUSMONITORING OF SYSTEM PERFORMANCE.THE SERVICE PROVIDER SHALL BE RESPONSIBLE FOR MAINTAINING ALL COMPONENTSOF THE BMS, INCLUDING CONTROLLERS, SENSORS, ACTUATORS, FIELD DEVICES, OPERATOR WORKSTATIONS, AND COMMUNICATION	4	JOB				

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			<p>NETWORKS, IN OPTIMAL WORKING CONDITION. REGULAR SYSTEM HEALTH CHECKS, FIRMWARE UPDATES (WHERE APPLICABLE), AND BACKUP OF SYSTEM CONFIGURATIONS SHALL BE PERFORMED TO MINIMIZE DOWNTIME AND ENSURE THE UNINTERRUPTED MONITORING AND CONTROL OF THE HVAC, LIGHTING, ENERGY MANAGEMENT, AND OTHER INTEGRATED SYSTEMS UNDER THE BMS. THIS AMC AIMS TO MAINTAIN SYSTEM INTEGRITY, EXTEND THE LIFESPAN OF BMS EQUIPMENT, AND SUPPORT THE OPERATIONAL EFFICIENCY OF THE FACILITY BY PROACTIVELY IDENTIFYING AND ADDRESSING ISSUES BEFORE THEY LEAD TO CRITICAL FAILURES. #SCOPE OF WORK: 1. #THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF BMS SYSTEM INCLUDING ALL SPARE PARTS (SUCH AS REPLACEMENT OF DEFECTIVE SENSORS, ACTUATOR MOTOR FOR CHILLER & COOLING TOWER, LEAK DETECTION SENSOR, FCU</p>						

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			& VAV CONTROLS, DAMPER ACTUATORS, FIELDCONTROLLERS, MO DULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION,DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATUREAND R ELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIRFLOW SWITCH, WATERMETERS, BTU METERS, HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHERENVIRONM ENTAL SENSORS & RECTIFICATION OF COMMUNICATION CABLES ANDLOOPING#S AND UPGRADING OF SOFTWARE, ANTIVIRUS ETC#)DEWA-CONFIDENTIALSUMMAR Y OF SCOPES #SR. NO #PREVENTIVE MAINTENANCE #SERVICES #1.1 #MONTHLY SITE INSPECTION & FUNCTIONALITY TEST TO BE PERFORM #INCLUDED #1. 2 #MONTHLY FINE TUNING (CONTROLLER AND SOFTWARE PARAMETERS) #INCLUDED #2 #CORRECTIVE MAINTENANCE #2.1 #SPARE PARTS AND CONSUMABLES I TEMS #INCLUDED #2.2 #REPAIRING SERVICES						

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			INCLUDING CONTROL WIRINGS AND DDC PANELS #INCLUDED #2.3 #DATA PROTECTION/RECOVERY #INCLUDED #2.4 #SOFTWARE PATCH UPDATES WITH LATEST VERSION #INCLUDED #2.5 #SOFTWARE UPGRADES WITH LATEST VERSION #INCLUDED #2.6 #REPAIRING OF BMS PC HARDWARE #INCLUDED #3 #PERFORMANCE SERVICES #3.1 #CALIBRATION OF CO, TEMPERATURE AND RELATIVE HUMIDITY SENSORS #INCLUDED #3.2 #EMERGENCY INTERVENTION (UNLIMITED) #INCLUDED #3.3 #ENERGY PERFORMANCE & SUSTAINABILITY SERVICES WITH MONTHLY REPORTS#INCLUDED #3.4 #RESPONSE TIME #AS PER SLA #4 #OTHER SERVICES #4.1 #NAVIGATOR - ADVANCE #INCLUDED #4.2 #MIGRATION OF THE SOFTWARE FROM OLD COMPUTER TO NEW COMPUTER #INCLUDED #4.3 #ANTIVIRUS / FIREWALLS #INCLUDED #1.#THE QUOTATION SHALL BE SUBMITTED AS PER DEWA SPECIFICATION ANDS						

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			<p>URVEY ONLY.2.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.3.#MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MIN OR SERVICE) TO BECARRIED OUT YEARLY.4.#MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINABILITY SERVICES TOBE CARRIED OUT AND REPORTS TO BE SUBMITTED ALONG WITH OBSERVATION ANDRECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY BASIS BY BMS ENGINEER.CONTRACTOR TO PROVIDE TRAINING SESSIONS BY A SPECIALIZED TRAINER TO DEWASTAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BE PROVIDED TO DEWASTAFF ACCO RDINGLY.7. DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVEMAINTENANCE, THE BMS COMPONENTS WHICH ARE IDENTIFIED AS FAULTY ORSHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS.8. DURING PPM AND MONTHLY</p>						

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			<p>INSPECTION ACTIVITIES CON TRACTOR PROVIDES MINIMUM TWO SKILLED BMS ENGINEERS TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE.9. PPM REPORTS ALONG WITH QUARTERLY STATUS REPORTS, BMS OVERVIEW AND NEW BMS TRENDS TO BE SUBMITTED ON A QUARTERLY BASIS, AND BMS SYSTEM CONDITIONS AND REQUIRE REPAIRING SUCH AS UPGRADING OF SOFTWARE, SENSOR REPLACEMENT TO BE SUBMITTED MONTHLY BEFORE 10TH OF EVERY MONTH FOR OUR VERIFICATION.10. BMS SOFTWARE UPDATES AND UPGRADES TO ENSURE ALWAYS LATEST VERSION TO INSTALL IN THE EXISTING BMS PC.11. THE BMS SUPPLIER IS REQUIRED TO UPDATE THE EXISTING PC SOFTWARE AND OPERATING SYSTEM TO ENSURE COMPATIBILITY WITH BMS SOFTWARE UPDATES AND UPGRADES.1.#BMS SUPPLIER TO MIGRATE THE SOFTWARE FROM OLD COMPUTER TO</p>						

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			<p>NEWCOMPUTER WHEN ASREQUIRED.1.#CONTRACTOR TO MAINTENANCE AND TROUBLESHOOTING OF THE BMS SOFTWAREPLATFORM, INCLUDINGBACKUP, UPDATES, AND SECURITY PATCHING.1.#CONTRACTOR TO PROVIDE UPDATED USER MANUALS, SYSTEM DOCUMENTATION,AND TROUBLESHOOTINGGUIDES.1.#THE INSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, ANDMONITORS OTHERELECTRICAL RELATED SYSTEMS LIKE LIGHTING, ELEVATORS, PUMPS, ETC..1.#THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY ASPER SITE REQUIREMENT.2.#THE CONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY ANDPROFICIENTLY WITHOUT DELAY.3.#CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FIELD SENSORS AND ITSREADINGS FORTEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE</p>						

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			<p>FACTORY CALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE.1.#CONTRACTOR TO CALIBRATE THE SENSORS TO ENSURE ACCURACY.2.#SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM AND MUST BE GENUINE DEWA-CONFIDENTIAL SPARES FROM OEM OR OEM RECOMMENDED VENDORS.1.#ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS AND SHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.1.#ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDE A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY.1.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/SUPERVISION OF A COMPETENT SUPERVISOR.1.#CORRECTIVE</p>						

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			<p>MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWNSERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.1.#CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANYSYSTEM FAULTS ORBREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTS REPLACED.1.#CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE ANDCONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD.1.#THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT,DAMAGE ANY OF THE EXISTINGEQUIPMENT/ STRUCTURE ETE# IF DAMAGED ANY EXISTING EQUIPMENT BYCONTRACTOR PENALTY WILLBE APPLIED AS PER DEWA REGULATIONS.1.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY ORNIGHT, YOU WILL RESPOND TO OUR</p>						

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			<p>REQUEST WITH YOUR 24-HOUR EMERGENCY CALLOUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND. RESPO</p> <p>NDING TIME TO BREAKDOWNCALLS IS WITHIN 30MINUTES AFTER RECEIPT OF NOTIFICATION AS PER BELOW TWO SLA</p> <p>CONDITIONS.1.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS.1.#CONTRACTORS TO SHARE DAILY COMPLAINTS ATT</p> <p>ENDED LIST ON DAILY BASIS BEFORE COB.2.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE.1.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNA</p>						

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			GS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD DEWA-CONFIDENTIAL PARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT. 1.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION. THE CONTRACTOR						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance of Building Management System (BMS) at Al Ruwaihah DP Complex

Note: Kindly obtain quotation from M/s TRANE B V B A (DUBAI BRANCH) is the OEM supplier

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Contact: Mohideen / 553810513

Site Visit: 08.07.2026 @10:00

Payment: Quarterly

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

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

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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:

- 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,

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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.

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