

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332601897
DATE : 05.08.2026
REQ No : 1032603484
REQ TITLE : Annual Operation & Maintenance
DELIVERY LOCATION
CLOSING DATE : 11.08.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	ANNUAL OPERATION & MAINTENANCE CONTRACT FOR GREY WATER TREATMENT PLANT & SOFTENER SYSTEM @ DEWA ACADEMY BUILDING SATWA1.#GENERAL REQUIREMENTS:#SITE ASSESSMENT: THE CONTRACTOR SHALL VISIT THE SITE TO ASSESS THE EXISTING CONDITIONS OF THE GREY WATER TREATMENT PLANT INCLUDING LOCAL SITE CONDITIONS, PLANT PERFORMANCE, REQUIRED LABOR, AND MATERIAL BEFORE SUBMITTING THE PROPOSAL FOR THE NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT.#EXPERIENCE: THE CONTRACTOR MUST HAVE A MINIMUM OF FIVE YEARS OF EXPERIENCE IN OPERATING AND MAINTAINING SIMILAR GWTP SYSTEMS.#CONTRACT DURATION: THE CONTRACT SHALL BE VALID FOR TWELVE MONTHS, COMMENCING FROM THE DATE OF AWARD.#COMPLIANCE WITH STANDARDS: THE CONTRACTOR MUST ENSURE ALL MAINTENANCE ACTIVITIES ARE IN LINE	1	NO				

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			WITH DUBAI MUNICIPALITY REGULATIONS AND DEWAR EQUIREMENTS.2.#SCOPE OF WORK:THE CONTRACTOR SHALL PERFORM THE FOLLOWING MAINTENANCE ACTIVITIES ASPART OF THE AMC, WHICH INCLUDE MONT HLY PREVENTIVE MAINTENANCE VISITS,EMERGENCY BREAKDOWN RESPONSE, AND ANNUAL INSPECTIONS.2.1#PREVENTIVE MAINTENANCE:THE CONTRACTOR SHALL PERFORM PLANNED PREVENTIVE MAINTENANCE TO ENSURETHE EFFICIENT AND CONTINUOUS OPERATION OF THE GWTP SYSTEMS, ADHERING TOMANUFACTURER SPECIFICATIONS AND DM REQUIREMENTS.#MINOR PREVENTIVE MAINTENANCE TASKS (DAILY / MONTHLY VISITS): THECONTRACTOR SHALL PROVIDE A D ETAILED PREVENTIVE MAINTENANCE DAILYCHECKLIST ALIGNED WITH THE MANUFACTURER#S RECOMMENDATIONS, COVERING ALLCRITICAL COMPONENTS AND O PERATIONAL PARAMETERS.#TO PROVIDE						

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			OPERATOR FOR OPERATING AND MAINTAINING THE GWTP 1 X (09HOURS 6 AM TO 3 PM), 6 DAYS A WEEK & SHALL BE FULLY RESPONSIBLE FOR OPERATION OF GWTP.#CONDUCT VISUAL INSPECTIONS OF ALL GWTP COMPONENTS, INCLUDING PUMPS,FILTERS, CONTROL PANE LS, SENSORS, VALVES, AND ALL MECHANICAL ANDELECTRICAL EQUIPMENT FOR ANY SIGNS OF WEAR, DAMAGE, OR ABNORMALITIES.#VERIFY ALL SYSTEM PARAMETERS (E.G., FLOW RATE, PRESSURE, CHEMICALDOSING) TO ENSURE THEY ARE WITHIN THE SPECIFIED LIMITS.#INSPECT AND CLEAN AIR FILTER S, DUST COVERS, AND VENTILATION SYSTEMSTO PREVENT BLOCKAGES.#CHECK AND VERIFY THE PROPER FUNCTIONING OF ELECTRICAL COMPONENTS,INCLU DING CONTACTORS, FUSES, MCBS, AND CONTROL PANELS.#INSPECT AND TEST POWER SYSTEMS TO ENSURE THEY ARE OPERATIONAL IN CASEOF A POWER F						

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			FAILURE.#CHECK WATER QUALITY PARAMETERS (RAW AND TREATED WATER) AS PER DUBAIMUNICIPALITY STANDARDS.#ENSURE PROPER CLEANING AND MAINTENANCE OF THE STORAGE TANKS ANDSLUDGE MANAGEMENT SYSTEMS.#SUBMIT A DETAILED MAINTENANCE REPORT POST-VISIT, OUTLINING ACTIONSTAKEN, ISSUES IDENTIFIED, AND RECOMMENDATIONS.#THE CONTRACTOR SHALL PROVIDE A DETAILED PREVENTIVE MAINTENANCECHECKLIST ALIGNED WITH THE MANUFACTURER#S RECOMMENDATIONS, COVERING ALLCRITICAL COMPONENTS AND OPERATIONAL PARAMETERS.MAJOR PREVENTIVE MAINTENANCE TASKS (QUARTERLY): THE CONTRACTOR SHALLPROVIDE A DETAILED PREVENTIVE MAINTENANCE QUARTERLY CHECKLIST ALIGNEDWITH THE MANUFACTURER#S RECOMMENDATIONS, COVERING ALL CRITICALCOMPONENTS AND OPERATIONAL PARAMETERS.#DEEP CLEANING OF ALL PLANT AREAS, INCLUDING THE FILTRATION						

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			SYSTEMS, STORAGE TANKS, AND SLUDGE PITS.#COMPREHENSIVE INSPECTION AND TESTING OF CRITICAL COMPONENTS SUCH AS PUMPS, MOTORS, AND CONTROL SYSTEMS. #INSPECT AND REPLACE ANY WEAR-AND-TEAR ITEMS SUCH AS SEALS, GASKETS, VALVES, AND O-RINGS.#PERFORM CALIBRATION OF WATER QUALITY MONITORING EQUIPMENT AND SENSORS. #CHECK THE INTEGRITY OF THE ENTIRE ELECTRICAL DISTRIBUTION NETWORK WITHIN THE GWTP, INCLUDING PANEL BOARDS, TRANSFORMERS, AND CABLES. #SUBMIT A COMPREHENSIVE REPORT OF ALL TASKS PERFORMED, FINDINGS, AND RECOMMENDATIONS FOR ANY REQUIRED REPLACEMENTS OR REPAIRS. 2.2#EMERGENCY MAINTENANCE & BREAKDOWN RESPONSE: #THE CONTRACTOR SHALL PROVIDE 24/7 EMERGENCY MAINTENANCE SERVICES, WITH AN IMMEDIATE RESPONSE TO BREAKDOWN CALLS, REGARDLESS OF TIME						

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			ORDAY. #EMERGENCY RESPONSE TIME SHOULD NOT EXCEED 1 HOUR FROM THE TIME OF CALL LOGGING. #THE CONTRACTOR SHALL MAINTAIN A DEDICATED ON-CALL TEAM FOR EMERGENCY SUPPORT AND ENSURE THE AVAILABILITY OF NECESSARY SPARE PARTS FOR IMMEDIATE REPAIRS. #NO ADDITIONAL PAYMENTS WILL BE MADE FOR EMERGENCY WORK CARRIED OUT OUTSIDE NORMAL WORKING HOURS (E.G., NIGHTS, WEEKENDS, OR HOLIDAYS). 2.3 #REPAIRS TO GWTP EQUIPMENT: #THE CONTRACTOR SHALL BE RESPONSIBLE FOR REPAIRING OR REPLACING DEFECTIVE COMPONENTS AS IDENTIFIED DURING PREVENTIVE MAINTENANCE OR BREAKDOWNS. #ALL REPAIR WORKS SHALL BE CARRIED OUT FOLLOWING MANUFACTURER SPECIFICATIONS AND OPERATIONAL REQUIREMENTS. #THE CONTRACTOR SHALL PROVIDE ALL LABOR, TOOLS, AND MATERIALS NECESSARY FOR THE REPAIR, INCLUDING CONSUMABLES						

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			LIKE FUSES, CONTACTORS, AND VALVES. #IN CASES OF MAJOR REPAIRS OR REPLACEMENTS OF CRITICAL COMPONENTS, THE CONTRACTOR MUST OBTAIN DEWA'S APPROVAL AND PROVIDE DETAILED QUOTATIONS AND TIMELINES. ANY REPAIR OR REPLACEMENT BEYOND THE CONTRACT SCOPE SHALL BE QUOTED SEPARATELY AND SUBMITTED TO DEWA FOR APPROVAL. ANY REPAIR WORK BEYOND THE SCOPE OF THE AMC (SUCH AS STRUCTURAL REPAIRS OR UPGRADES) SHALL BE QUOTED SEPARATELY AND REQUIRE DEWA APPROVAL (SUBJECT TO ADDITIONAL PO ISSUANCE). 2.4 #INSPECTION & TESTING: #CONDUCT REGULAR PPM INSPECTIONS TO IDENTIFY AND ADDRESS POTENTIAL FAILURES BEFORE THEY OCCUR. #PERFORM COMPREHENSIVE SYSTEM TESTING, INCLUDING FLOW RATES, WATER QUALITY, AND SYSTEM PERFORMANCE POST-REPAIR OR MAINTENANCE. #CONDUCT ANNUAL INSPECTIONS						

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			IN COORDINATION WITH DM INSPECTORS TO ENSURE COMPLIANCE WITH LOCAL REGULATIONS. # PROVIDE TEST RESULTS AND DETAILED ANALYSIS FOR EACH INSPECTION AND MAINTENANCE VISIT. 2.5 # SPARE PARTS & CONSUMABLES MANAGEMENT: # THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF ESSENTIAL SPARES AND CONSUMABLES (E.G., VALVES, SEALS, CONTACTORS, PUMPS, CHEMICALS) TO MINIMIZE DOWNTIME. # THE CONTRACTOR MUST KEEP PROPER RECORDS AND INVENTORY MANAGEMENT FOR ALL SPARE PARTS, ENSURING THE AVAILABILITY OF CRITICAL COMPONENTS WHEN NEEDED. # THE CONTRACTOR SHALL PROVIDE ALL CHEMICALS FOR ODOR CONTROL, TREATMENT, AND SYSTEM MAINTENANCE AS REQUIRED BY THE GWTP. 2.6 # ENVIRONMENTAL COMPLIANCE: # THE CONTRACTOR SHALL ENSURE THAT ALL ACTIVITIES COMPLY WITH ENVIRONMENTAL REGULATIONS, INCLUDING THE DISPOSAL OF						

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			WASTE, SLUDGE, AND WASTE TREATMENT CHEMICALS. #THE CONTRACTOR MUST COORDINATE WITH LOCAL AUTHORITIES FOR ALL NECESSARY PERMITS OR ENVIRONMENTAL CLEARANCES .3.#DELIVERABLES & REPORTING: THE CONTRACTOR SHALL PROVIDE THE FOLLOWING DELIVERABLES AS PART OF THE AMC: #SHARED FOLDER: THE CONTRACTOR MUST MAINTAIN A DEDICATED SHARED FOLDER ON MICROSOFT 365 FOR SUBMITTING ALL REPORTS AND DOCUMENTS. THE FOLDER SHALL BE STRUCTURED AS FOLLOWS: #DAILY ATTENDANCE: THE CONTRACTOR MUST MAINTAIN ATTENDANCE SHEET. #MAINTENANCE UPDATED SCHEDULES. THE CONTRACTOR MUST MAINTAIN MAINTENANCE SCHEDULE. #DAILY MAINTENANCE LOG: DETAILED LOG SHEETS FOR DAILY OPERATIONS, MAINTENANCE TASKS, AND ANY ISSUES ENCOUNTERED. ISSUE TRACKERS, AND INCIDENT REPORTS. #UPDATED ASSET LIST & CRITICAL						

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			SPARE PARTS INVENTORY, ENSURING PARTSAVAILABILITY AND CHEMICALS.#PPM AND CORRECTIVE REPORTS: THE CONTRACTOR MUST MAINTAIN PPM ANDCORRECTIVE REPORTS.#DEWA APPROVED PPM AND CORRECTIVE REPORTS: THE CONTRACTOR MUSTMAINTAIN APPROVED PPM AND CORRECTIVE REPORTS.#LIFE CYCLE MANAGEMENT: PREDICTIVE MAINTENANCE REPORTS & SYSTEM LIFE CYCLE MANAGEMENT RECORDS. THE CONTRACTOR SHALL SUBMIT A DETAILED REPORTON COMPONENT CONDITIONS, ESTIMATED REMAINING LIFE, AND RECOMMENDEDREPLACEMENT TIMELINES AS PART OF EACH QUARTERLY PREVENTIVE MAINTENANCEVISIT. ALL PREVENTIVE AND CORRECTIVE MAINTENANCE ACTIVITIES SHALL COMPLYWITH THE MANUFACTURER#S PRESCRIBED MAINTENANCE STANDARDS AND COMPONENTLIFE CYCLE EXPECTATIONS.#MONTHLY REPORTS: COMPREHENSIVE MONTHLY REPORTS DETAILING						

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			ALL TASKSPERFORMED, ISSUES IDENTIFIED, REPAIRS CARRIED OUT, AND RECOMMENDATIONSFOR FURTHER ACTION.#ANNUAL REPORTS: A DETAILED REPORT AT THE END OF EACH YEAR SUMMARIZINGALL ACTIVITIES, EQUIPMENT CONDITION INCLUDING DEFECTS SN AGS BEFORECONTRACT EXPIRY, AND SUGGESTED IMPROVEMENTS.#MONTHLY COMPLIANCE REPORTS: WATER QUALITY TEST REPORTS (RAW ANDTREATED WATER) AND COMPLIA						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Annual Operation <(>&<)> Maintenance Contract for Grey water Treatment Plant <(>&<)> softener system at Academy building
Contact: Muhammad Arif Mushtaq/ 552239059
Site Visit: 04.08.2026 @10:00

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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 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:

- 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.
- 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

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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