

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332602062
DATE : 21.08.2026
REQ No : 1032603921
REQ TITLE : Comprehensive Annual
DELIVERY LOCATION
CLOSING DATE : 27.08.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS)INCLUDING CPM AT JEBAL ALI STAFF ACCOMMODATION BUILDINGS.COMPREHENSIVE ANNUAL MAINTENANCE OF BUILDING MANAGEMENT SYSTEM (BMS)INCLUDING CPM AT JEBAL ALI STAFF ACCOMMODATION BUILDINGS.A.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE BUILDINGMANAGEMENT SYSTEM (BMS) OUTLINES THE TERMS AND SCOPE FOR THE PREVENTIVEAND 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	4	JOB				

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			COMPONENTS OF THE BMS, INCLUDING CONTROLLERS, SENSORS, ACTUATORS, FIELD DEVICES, OPERATOR WORKSTATIONS, AND COMMUNICATION 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. B.#SCOPE OF WORKS FOR BMS: 1.#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF						

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			BMS SYSTEM INCLUDING ALL SPARE PARTS (SUCH AS REPLACE MENT OF DEFECTIVE SENSORS, ACTUATOR MOTOR FOR CHILLER & COOLING TOWER, LEAK DETECTION SENSOR, FCU & VAV CONTROLS, DAMPER ACTUATORS, FI ELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY , TEMPERATURE AND RELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIRFLOW SWITCH, WATERMETERS, BTU METERS, HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHER ENVIRONMENTAL SENSORS & RECTIFICATION OF COMMUNICATION CABLES AND LOOPING#S AND UPGRADING OF SOFTWARE, ANTIVIRUS ETC#) SUMMA RY 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						

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			PARAMETERS)#INCLUDED#2#CORRECTIVE MAINTENANCE##2.1#SPARE PARTS AND CONSUMABLES ITEMS#INCLUD ED#2.2#REPAIRING SERVICES 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						

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			COMPUTER#INCLUDED#4.3#ANTIVIRUS / FIREWALLS#INCLUDED#2.#THE QUOTATION SHALL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY.3.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.4.#MINIMUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.5.#MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINABILITY SERVICES TO BE CARRIED OUT AND REPORTS TO BE SUBMITTED ALONG WITH OBSERVATION AND RECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY BASIS BY BMS ENGINEER.6.#CONTRACTOR TO PROVIDE TRAINING SESSIONS BY A SPECIALIZED TRAINER TO DEWA STAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BE PROVIDED TO DEWA STAFF ACCORDINGLY.7.#DURING REGULAR PLANNED PREVENTIVE MAINTENANCE (PPM) AND CORRECTIVE MAINTENANCE, THE BMS						

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			COMPONENTS WHICH ARE IDENTIFIED AS FAULTY OR SHOWING ABNORMAL OPERATION MUST BE REPLACED AS PER DEWA SLA CONDITIONS.8.#DURING PPM AND MONTHLY INSPECTION ACTIVITIES CONTRACTOR 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						

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			ENSURE COMPATIBILITY WITH BMS SOFTWARE UPDATES ANDUPGRADES.12.#BMS SUPPLIER TO MIGRATE THE SOFT WARE FROM OLD COMPUTER TO NEWCOMPUTER WHEN AS REQUIRED.13.#CONTRACTOR TO MAINTENANCE AND TROUBLESHOOTING OF THE BMS SOFTWAREPLATFORM , INCLUDING BACKUP, UPDATES, AND SECURITY PATCHING.14.#CONTRACTOR TO PROVIDE UPDATED USER MANUALS, SYSTEM DOCUMENTATION,AND TROUBLES HOOTING GUIDES.15.#THE INSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, ANDMONITORS OTHER ELECTRICAL RELATED SYSTEMS LIKE L IGHTING, ELEVATORS,PUMPS, ETC..16.#THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY ASPER SITE REQUIREMENT.17.#THE C ONTRACTOR TO RECTIFY THE ERROR MESSAGES IMMEDIATELY ANDPROFICIENTLY WITHOUT DELAY.18.#CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FI						

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			ELD SENSORS AND ITS READINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE.19.#CONTRACTOR TO CALIBRATE THE SENSORS TO ENSURE ACCURACY.20.#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 SPARES FROM OEM OR OEM RECOMMENDED VENDORS.21.#ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS AND SHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL.22.#ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDE A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY.23.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/SUPERVISION OF A COMPETENT						

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			SUPE RVISOR.24.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATIONAND RECORD.25.#CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OFANY SYSTEM FAULTS OR BREAKDOWNS, INCL UDING THE ACTIONS TAKEN AND PARTSREPLACED.26.#CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE AND CON SUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATIONAND RECORD.27.#THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT,DAMA GE ANY OF THE EXISTING EQUIPMENT/ STRUCTURE ETE# IF DAMAGED ANYEXISTING EQUIPMENT BY CONTRACTOR PENALTY WILL BE APPLIED AS PER DEWAR EGULATIONS.28.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF EQUIPMENT/SYSTEM AT						

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			ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24-HOUR EMERGENCY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEARROUND. RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OF NOTIFICATION AS PER BELOW TWO SLA CONDITIONS. 29.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS. 30.#CONTRACTORS TO SHARE DAILY COMPLAINTS ATTENDED LIST ON DAILY BASIS BEFORE CO B.31.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE. 32.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE TERM OF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH THE PRESENCE OF DEWA SUPERVISOR ALSO SNAG						

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			TO BE CLEARED WITHIN 15 DAYS DEWASUPERVISOR WILL EVALUATE SNAGS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD PARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.33.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING A						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance of Building Management System (BMS)
Including CPM at Jebel Ali Staff Accommodation Buildings.

M/s TRANE B V B A (DUBAI BRANCH) is the OEM supplier

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Contact: Mohideen/ 553810513

Site Visit: 27.08.2026 @ 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 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:

- 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.

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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