REQUEST FOR QUOTATION
LOCAL PURCHASE SECTION

RFQ NUMBER : 2332602900

DATE : 11.11.2026

REQ No : 1032605431

REQ TITLE : Maintenance and calibration a

DELIVERY LOCATION

CLOSING DATE : 17.11.2026

CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	THREE YEAR MAINTENANCE AND CALIBRATION AND YEARLY UPGRADE OF 4 QUANTITYCSI 2140 SYSTEM FIRMWARE WITH SUPPORT AND PRODUCT SUPPORTGUAR DIAN-AND-FMR-PORTABLE- PRODUCT SUPPORT AND REPAIR PORTABLE # AMS2140EQUIPMENT'S DETAILS FOR MAINTENANCE, EXTENDED WARRANTY REPAIR AN DCALIBRATION. 1. VIBRATION ANALYZER MODEL CSI 2140:FOUR UNITS REPAIRED AND CALIBRATION B2140 WITHSERIAL NO. B21401183335, SERIAL NO. B21401183336 AND SERIALNO.B21401183337 SERIAL NO B21401150853.AS PER FOLLOWING DETAILS SCOPE OF: A) THE HARDWARE FIRMWARE UPDATES F ROMEXISTING MODEL 2140 AND ANY SOFTWARE UPDATES FOR TRY HEALTH MANAGERSOFTWARE IN FUTURE TO BE DONE FOC. B) ANNUAL INSPECTION AND CA LIBRATIONOF 2 CHANNEL ANALYZER TO MEASURE SIMULATE VIBRATION AND PHASE INSTRUMENTFUNCTIONS TO BE CHECKED AND CLEANED. PROVIDE 24X7 S	12	AU				

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			OFTWARE SUPPORT FORAMS MACHINERY HEALTH MANAGER FOR THREE YEAR PERIOD. PROVIDE ALLNECESSARY ACCESSORIES DURING THE CHECK. C) CALIBRA TION OF HARDWARE AMANUFACTURERS FACILITY. CALIBRATION CERTIFICATES OF ALL THE HARDWARESHOULD BE PROVIDED WITH A MINIMUM VALIDITY OF ONE YEAR FROM THE DATE OFCALIBRATION A OR THE THREE-YEAR PERIOD OF CONTRACT. E) HARDWARE REPAIRFOR THE COVERAGE PERIOD. F) SUPPLIER SHOULD PROVIDE DEWA A LOANER UNITTHE PERIOD OF HARDWARE CALIBRATION/REPAIR. G) REPAIR AND REPLACEMENT OFALL HANDLES AND NECK STRAP D URING THIS THREE-YEAR PERIOD. THE SERVICEINCLUDES FREIGHT AND HANDLING CHARGES. PICKUP AND DELIVER THE INSTRUMENTTO DEWA JEBEL ALI O FFICE AND OEM FACILITY.ADDITIONAL INFO CONTACT MR. MANOJ04-32226011					
2		ITEM-00002	PRODUCT SUPPORT - 00016308 # AMS MACHINERY	3	AU				

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			MANAGER SOFTWARE -LOCAL AREANETWORK LICENSE, VIBVIEW SILVER, OILVIEW MINILAB, ULTRAMGRAMS MACHINERY HEALTH MANAGEMENT PRODUCT SUPPORT IS DELIVERED THROUGHGUARDIAN#. GUARDIAN IS EMERSON#S DIGITAL PLATFORM FOR ADDRESSING TH EEND-TO-END LIFECYCLE NEEDS OF AUTOMATION & CONTROL SOFTWARE AND ASSETPERFORMANCE MANAGEMENT SOLUTIONS. THE GUARDIAN DIGITAL EXPERIE NCEENABLES USERS TO QUICKLY CONNECT TO PRODUCT SUPPORT; SECURELY MANAGESUBSCRIPTIONS; GET INTUITIVE VIEWS INTO SYSTEM HEALTH; AND IN TERACT WITHADDITIONAL SOFTWARE AND SERVICES THAT PROPEL PERFORMANCE. GUARDIANPROVIDES USERS WITH ONE PLACE TO MANAGE SUBSCRIPTIONS, CONNECT TOPRODUCT SUPPORT, AND INTERACT WITH LIFECYCLE SOFTWARE AND SERVICES.A PERIOD OF THREE YEARS AFTER FINISH OF PREVIOUS 3 YEAR						

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			CONTRACT, WILLALL FREE UPGRADES AND TECHNICAL SUPPORT OF 24/7 FOR THE SOFTWARE ANDRESOLVE ALL TECHNICAL ISSUES FOR MULTIPLE COMPUTE RS IN THE NETWORK USINGTHE AMS MACHINERY HEALTH MANAGER FOR CONDITION MONITORING ACTIVITIES.MACHINERY MANAGER SOFTWARE LOCAL AREA NE TWORK LICENSE VIBVIEW SILVERULTRAMGR OILVIEW MINILAB					

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Maintenance and calibration and yearly upgrade of CSI 2140 system firmware and AMS software with support and product support

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.

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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

DISCLAIMER : THIS IS A SYSTEM GENERATED DOCUMENT , DOSEN'T NEED SIGNATURE.