REQUEST FOR QUOTATION
LOCAL PURCHASE SECTION

RFQ NUMBER : 2332602967

DATE : 16.11.2026

REQ No : 1032605586

REQ TITLE : AMC Maintenance of HVAC

DELIVERY LOCATION

CLOSING DATE : 20.11.2026

CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIAL COMPREHENSIVE ANNUAL MAINTENANCE OF HVAC SYSTEM AT AL WARSAN H2 H3STORE.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MA INTENANCE CONTRACT (AMC) FOR THE HVAC SYSTEMOUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE AND SERVICING OFTHE RELATED EQUIPM ENT AND SYSTEMS. THIS AGREEMENT IS BETWEEN DUBAIELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICE PROVIDERS.THE AMC ENSURES THAT SE RVICES ARE PROVIDED THROUGHOUT THE ONE-YEARCONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE REGULARLYMAINTAINED, MINIMIZIN G DOWNTIME, AND ACHIEVING OPTIMAL PERFORMANCE INLINE WITH DEWA#S OPERATIONAL AND SAFETY STANDARDS. THE CONTRACT COVERSPLANNED PREVEN TIVE MAINTENANCE, CORRECTIVE MAINTENANCE, AND EMERGENCYRESPONSE AS REQUIRED, ENSURING THE RELIABLE AND EFFICIENT	4	JOB				

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			OPERATION OFTHE HVA C SYSTEM ACROSS THE DESIGNATED DEWA FACILITIES.THROUGH THIS AMC, DEWA AIMS TO ENHANCE ASSET LIFE, IMPROVE ENERGYEFFICIENCY, AND MAIN TAIN INDOOR ENVIRONMENTAL QUALITY TO SUPPORT THEAUTHORITY#S SUSTAINABILITY OBJECTIVES. THE SERVICE CONTRACTOR SHALLADHERE STRICTLY T O THE SCOPE, SCHEDULES, AND PERFORMANCE STANDARDSDEFINED IN THIS CONTRACT, ENSURING THAT ALL MAINTENANCE ACTIVITIES AREDOCUMENTED AN D REPORTED FOR VERIFICATION AND COMPLIANCE.#SCOPE OF WORK:1.#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVEMAI NTENANCE OF HVAC SYSTEM (PACKAGE UNITS, SPLIT UNITS AND ALL TYPES OFFANS INCLUDING SPARE PARTS SUCH AS REPLACEMENT OF COMPRESSOR, FA N MOTOR,ISOLATOR, CONTACTOR, RELAY, CAPACITOR, BELTS, PULLEY, FILTERS,STRAINERS,						

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			ELECTRONIC BOARD, THERMOSTAT, ETC#2.#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEYONLY.3.#THE SPARE PARTS REQUIRED BY THE CONTRACTOR TO CARRY OUT THERECTIFICATI ON ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST & BEFORE THEACTIVITY STARTS ON THE EQUIPMENT.4.#IF THE CONTRACTOR SHOULD KEEP SPARE P ARTS IN THE BUILDING TO KEEPTHE EQUIPMENT DOWN TIME TO MINIMUM, THE SPARE PARTS MUST BE KEPT IN APROPER PLACE & STORED CORRECTLY AND IN A PROPER PLACE WITHIN THEBUILDING PREMISES TO PREVENT ANY DAMAGE OR WARE OR EXPOSURE TO ANYELEMENT THAT CAN CAUSE A DAMAGE TO TH E SPARE PART.DEWA-CONFIDENTIAL1.#THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE GENUINE SPARESFROM OEM OR OEM RECOMMENDED VENDOR S AND APPROVED BY DEWA					

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			ENGINEERS.2.#DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TOCARRY OUT PREVENTIVE MAINTENAN CE AND TO BE COMPLETED AS PER THE DEWASCHEDULE WITHOUT DELAY.3.#DURING PPM ACTIVITIES FOR THE HVAC SYSTEM, CONTRACTOR TO VERIFY THEC ONDITION OF ALL HVAC COMPONENTS, INCLUDING BUT NOT LIMITED TO FILTERS,DUCTING INSULATION, CONTROL WIRING, DRIER CORES, AND PIPE INSU LATION.THIS INCLUDES CONDUCTING A DETAILED INSPECTION OF EACH UNIT, APPLYINGLUBRICATION WHERE NECESSARY, PROVIDING A COMPREHENSIVE R EPORT ON THEOPERATIONAL STATUS OF EACH UNIT, ADDITIONALLY, IF ANY COMPONENTS AREFOUND TO BE FAULTY OR MALFUNCTIONING DURING YOUR INS PECTION, THEY MUSTBE REPORTED IMMEDIATELY TO THE DEWA SUPERVISOR. UPON RECEIVING APPROVAL,THE REPLACEMENT OF DEFECTIVE						

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			COMPONENTS SH OULD BE CARRIED OUT WITHOUTDELAY TO ENSURE THE CONTINUED EFFICIENCY AND RELIABILITY OF THE SYSTEM.4.#DURING PPM ACTIVITIES FOR THE H VAC SYSTEM, THE CONTRACTOR TO APPLYOR REPAINT THE NECESSARY EQUIPMENT AS PER SITE REQUIREMENTS.5.#ALL THE MATERIALS THAT WILL BE PRO VIDED BY THE CONTRACTOR FOR THEUSE IN ANY ACTIVITY RELATED TO THIS AMC SCOPE OF WORK MUST BE CONFIRMEDAND APPROVED PRIOR BY DEWA ENG INEERS AND AS PER THE LATEST STANDARDSAPPROVED AND IMPLEMENTED IN DEWA.6.#IT#S MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN T HIS AMCCONTRACT TO TAKE ALL PRECAUTIONS AND SAFETY MEASURES WHEN CARRYING OUTANY KIND OF ACTIVITY RELATED TO THIS AMC SCOPE OF WORK. 7.#ITS MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS ANNUALMAINTENANCE						

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			CONTRACT TO CARRIED OUT ANY ACTIVITY RELATED TO TH ISCONTRACT SCOPE OF WORK IN WAY THAT MUST NOT CAUSE ANY DAMAGE, FAILURE,WARE, BREAKDOWN AND MALFUNCTION TO ANY OF THE EXISTING EQUIP MENT/STRUCTURE OR ANY PROPERTIES OF DEWA.8.#THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY ANDPROVIDE KNOWLEDGEABLE & PRO FESSIONAL AC TECHNICIANS FOR CARRYING OUT THEMAINTENANCE WORK & ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT.9.#THE CONTRACTOR WHO ACCEPTS & SIGN THIS AMC MUST CLEAN CONDENSER ANDCOOLING COIL AND FILTERS AS WELL AS PER SITE REQUIREMENT & AS PER DEWASITE SUPER VISOR RECOMMENDATION.10.#CONTRACTOR TO REPORT & REPLACE THE DAMAGED FILTERS, DRIER CORE ANDCONTROL WIRINGS AS PER SITE REQUIREMENT.1 1.#CONTRACTORS ARE REQUIRED TO REPORT,						

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			MAINTAIN, AND REPAIR ALLVARIABLE FREQUENCY DRIVES (VFDS) AND CONTROL PANELS IN THE EVENT OF A NYDAMAGE, MALFUNCTION OR FAILURE AT THE FACILITY.DEWA-CONFIDENTIAL1.#THE CONTRACTOR SHALL BE RESPONSIBLE FOR REPORTING AND CARRYING OUTREPAIRS OR REPLACEMENT OF SUCTION AND RETURN PIPE INSULATION AND DUCTINSULATION WITH CLOTH FOSTER AS PER SITE REQUIREMENTS AND IN STRUCTIONSFROM THE SITE SUPERVISOR.2.#THE CONTRACTOR IS REQUIRED TO MAINTAIN ALL DRINKING WATER COOLERSAND FILTRATION SYSTEM FILTERS AT THE SITE, THIS INCLUDES REGULARCLEANING AND SERVICING OF ALL DRINKING WATER COOLERS, MAINTENANCE OF THEFILTRATION SYSTEM TO ENSU RE WATER QUALITY STANDARDS ARE CONSISTENTLY METAND REPLACEMENT OF FILTERS ON A MONTHLY BASIS, OR AS REQUIRED BY SITECONDITIONS, TO M						

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			AINTAIN HYGIENE AND OPERATIONAL EFFICIENCY.3.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RESPONSE TO ANYEMERGENCY CALL OR B REAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDERTHIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION ASPER THE TWO SLA CONDITIONS MENTIONED IN THIS CONTRACT.4.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RECEIVEEMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THEEXPIRY OF THIS AMC.5.#THE CONTRACTOR WHO AGREES & SIGNED THIS AMC MUST PROVIDE COMPETENT SUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THEEQUIPMENT UNDER THIS CONTRACT. FAILING TO PROVIDE A COMPETENT SUPER VISORTO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPHWILL SUBJECT THE WORK TO BE					

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			UNDER EVALUATION BY DEWA ENGI NEERS TO BEAPPROVED OR REJECTED.6.#ALL THE TECHNICAL PERSONALS PROVIDED BY THE CONTRACTOR WHO SIGNED &ACCEPTED THIS AMC SHALL BE APP ROVED BY DEWA ENGINEERS RESPONSIBLE FORTHE RELATED SCOPE OF WORK.7.#DEWA HAS THE RIGHT TO REQUEST A COMPREHENSIVE REPORT FOR ANYACTI VITY CARRIED OUT BY THE CONTRACTOR TO THE EQUIPMENT OR ITS RELATEDAUXILIARIES FALLING UNDER THIS CONTRACT. THE REPORT MUST BE PRESEN TED &SUBMITTED WITH SUFFICIENT INFORMATION, PICTURES, AND VIDEOS OF THE WORKPROCESS AND PROCEDURES CARRIED OUT.8.#ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES & SIGNSTHIS AMC MUST BE CARRIED OUT AS PER THE APPROVED DEWA CHECK LIST GIVENBY THE APPOIN TED DEWA SUPERVISOR.9.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST INCLUDE &					

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			SUBMITTHEIR OWN WORK CHECK LIST FOR EVALUATION & VE RIFICATION BY DEWA ONQUARTERLY BASIS.10.#PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTHALONG WITH DETAILS (ASSET N UMBER, MODEL NUMBER, SERIAL NUMBER, DATE,QUANTITY & QUARTER, MAJOR/MINOR) AFTER VERIFICATION OF DEWA CONCERNSUPERVISOR.11.#CONTRACTO R TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND REGISTERING COMPLAINTS.DEWA-CONFIDENTIAL1.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PROVIDE VALIDCALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENTUSED IN MAINTENA NCE ACTIVITY OR ANY CALIBRATION DEVICES USED INMAINTENANCE ACTIVITY SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS ETC...2.#COR						

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			RECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATI ONAND RECORD.3.#ALL CONTRACTOR TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASISBEFORE COB. THE DAILY COMPLAIN LIST MUST BE SUBM ITTED IN A PROPER FORMATAND ADEQUATE INFORMATION, DESCRIPTION, DATE, TIME AND CORRECTIVE ACTION.4.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PREPARE AND SUBM					

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

AMC Maintenance of HVAC System at Al Warsan H2 H3 Store.

Contact: Mr.Mohideen/ 0553810513

Payment Terms: Quarterly.

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Site Visit Date: 18.11.2026

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

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