REQUEST FOR QUOTATION
LOCAL PURCHASE SECTION

RFQ NUMBER : 2332602999

DATE : 18.11.2026

REQ No : 1032605787

REQ TITLE : ANNUAL MAINTENANCE OF

DELIVERY LOCATION

CLOSING DATE : 24.11.2026

CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	ANNUAL MAINTENANCE OF CHLORINE DI OXIDE (CLO2) SYSTEMIN MUSHRIF RESERVOIR COMPLEXPLEASE CONTACT MR. VISHNU (0509182085) FOR FURTHER CLARIFICATION & SITEVISIT1.0# INTRODUCTIONDUBAI ELECTRICITY & WATER AUTHORITY (DEWA) OWNS AND OPERATES POTABLEWATER BOOSTER PUMPING STATIONS AND RESERVOIR COMPLEX FOR DUBAI AND HATTAWATER NETWORK. TO MAINTAIN GOOD WATER QUALITY, THE RESERVOIR COMPLEX ISEQUIPPED WI TH CHLORINE DIOXIDE SYSTEM THAT REQUIRES PREVENTIVE(PERIODIC) AND BREAKDOWN MAINTENANCE. FOR THIS PURPOSE, DEWA WISHES TOOUTSOURCE T HE SERVICES TO A REPUTED, WELL EXPERIENCED CONTRACTOR.·#THE RESERVOIR IS LOCATED IN MUSHRIF AREA OF DUBAI2.0#GENERAL CONDITION FOR B IDDER:THE CONTRACTOR / COMPANY SHALL BE AUTHORIZED OEM SERVICE PROVIDER WITHHANDS ON EXPERIENCE AND DEDICATED	1	SET				

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			STAFF FOR SIMILAR ACTI VITIES WITHINUAE. THE COMPANY / SERVICE PROVIDER SHALL HAVE OFFICE/ BUSINESS SET UPWITH IN UAE. THE COMPANY/ SERVICE PROVIDER SHALL HAVE NECESSARYFACILITIES INCLUDING TOOLS TO CARRY OUT MAINTENANCE ACTIVITIES. THESERVICE PROVIDER SHALL HAVE TO SUBMIT REFERENCES OF SIMILAR TYPESYSTEM/EQUIPMENT/INSTRUMENTS MAINTENANCE RECORDS WITH IN UAE. THESERVICE PROVIDER HAS TO SUBMIT THE REFERENCE OF SIMILA R TYPE OFMAINTENANCE WORKS WITH THEIR OFFER.3.0#SCOPE OF WORKSTHE SCOPE OF WORK UNDER THE ANNUAL MAINTENANCE CONTRACT INCLUDES ROUTI NEPREVENTIVE MAINTENANCE, TROUBLE SHOOTING AND BREAKDOWN MAINTENANCE OFCOMPLETE CHLORINE DI OXIDE SYSTEM.THE ANNUAL MAINTENANCE CONT RACT REQUIRES MAINTENANCE TO BE CARRIED OUTAT FREQUENCIES AS MENTIONED						

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			BELOWØ#ROUTINE PREVENTIVE MAINTENANCE (WEEKLY)Ø#EMERGENCY COM PLAINTS (AS PER PHONE CALL /NOTICE OF DEFECT)Ø#BREAKDOWN MAINTENANCE (AS PER NOTICE OF DEFECT)A.#ROUTINE PREVENTIVE MAINTENANCETHE R OUTINE PREVENTIVE MAINTENANCE WORKS ARE CLASSIFIED ASÜ#WEEKLY PREVENTIVE MAINTENANCEFOR EACH PERIODIC PREVENTIVE MAINTENANCE (PM), T HERE IS DIFFERENTCHECKLIST (COPY ATTACHED). THE NUMBER OF VISITS FOR THE ACTIVITIES WILLBE AS PER BELOW TABLE.SL NO.#VISIT DETAILS#N O. OF WEEKS#NO. OF VISITS#NO. OF DAYS#01#MONTHLY VISITS#8 DAYS #8 VISITS.#8 DAYS.#02#QUARTERLY VISITS#2 DAYS, EACH IN EVERY 3RD MONT H#3 VISITS.#6DAYS.#03#YEARLY VISIT#3 DAYS #1 VISIT.#3 DAYS.######THE WORKING TIME FOR EACH VISIT SHALL BE 06.30 AM TO 14.30 (SUNDAY TOTHURSDAY). THE SERVICE PROVIDER HAS TO COMPLETE ALL PM PROCEDURE INTIME.						

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			NECESSARY LOGISTICS SHALL BE ARRANGED BY THE CONTRACTOR T OCOMPLETE ALL PM PROCEDURE IN TIME. NO ADDITIONAL PAYMENT SHALL BECONSIDERED FOR MORE DAYS OR MORE HRS MAY BE TO COMPLETE THE LISTED PMACTIVITIES.B.#EMERGENCY COMPLAINTSATTENDING OF EMERGENCY COMPLAINTS AS REPORTED BY DEWA ENGINEER ON 24 HRSX 7 DAY#S BASIS. THE RE SPONSE TIME BY THE CONTRACTOR SERVICE ENGINEER TOEMERGENCY COMPLAINTS SHALL BE WITHIN 4 HRS OVER THE TELEPHONE BY THESAME DAY.C.#BRE AKDOWN MAINTENANCETHE BREAKDOWN MAINTENANCE REQUIRE FOR SMOOTH OPERATION OF THE COMPLETECHLORINE DIOXIDE SYSTEM WHERE SERVICE ENGINE ER ALONG WITH HIS TEAM ISREQUIRED THAT SHALL BE PROVIDED BY THE CONTRACTOR/SERVICE PROVIDER UNDERTHE FOLLOWING TERMS AND CONDITIONS1 .#DEWA ENGINEER SHALL INTIMATE TO						

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			CONTRACTOR SERVICE ENGINEER BASED ONTHE ACTUAL SERVICE REQUIREMENTS / NOTICE OF DEFECTS(NOD)2.#DEW A ENGINEER SHALL FORWARD THE NOTICE OF DEFECTS(NOD)/PRELIMINARYREPORT TO CONTRACTOR SERVICE ENGINEER3.#THE RESPONSE TIME OF CONTRACT OR SERVICE ENGINEER SHALL BE WITHIN 4HRS OVER THE PHONE. THE ACTUAL SITE VISIT SHALL BE DONE AS PER THENOTICE OF DEFECTS (NOD) / EME RGENCY REQUIREMENTS AND AGREEMENT BETWEENDEWA AND CONTRACTOR/SERVICE PROVIDER. IN ANY SITUATION THE ACTUAL SITEVISIT SHALL BE WITHIN 1 DAY4.#SINCE KEY PERFORMANCE INDICATOR (KPI) IS CALCULATING ON THE NOTICEOF DEFECTS (NOD), THEREFORE THE CONTRACTOR SHALL HAVE TO COMPLETE ALLTYPE OF DEFECTS WITHIN 3 WORKING DAYS.5.#IF ANY MINOR DEFECTS OBSERVED THAT SHALL BE RECTIFIED DURING PMACTIVITIES6.#TH						

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			E CONTRACTOR ENGINEER SHALL ARRANGE HIS TEAM WITH ALL NECESSARYTOOLS FOR TROUBLE SHOOTING AND RECTIFY THE DEFECTS.7.#DURING THE VISI TS DEWA ENGINEER SHALL ARRANGE FOR SHUTDOWN/ISOLATIONWITH WATER OPERATION (STAFF). THE CONTRACTOR ENGINEER RECTIFIES THEDEFECTS AND SUBMITS SERVICE REPORT OF FAILURE.8.#IF THE DEFECT IS FOUND TO BE MAJOR THEN CONTRACTOR HAS TO PROVIDEDETAILED REPORT OF EQUIPMENT B REAKDOWN AND CORRECTIVE ACTIONS REQUIRED.CONTRACTOR TO SUBMIT ACTION PLAN FOR RECTIFICATION AND SEEK PRIORAPPROVAL FROM CONCERNED DE WA ENGINEER.9.#NECESSARY TOOLS AND OTHER LOGISTICS SHALL BE ARRANGED BY THECONTRACTOR / SERVICE PROVIDER10.#THE PAYMENTS FOR BREAKDO WN MAINTENANCE SHALL BE PROCESSEDSEPARATELY ON CASE TO CASE BASIS THROUGH LPO4.0#PRIOR TO SUBMISSION						

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			OF BID, THE FOLLOWING SHALL BE DETERMINEDCAREFULLY.A)#THE CONTRACTOR SHALL VISIT THE SITE AND MAKE HIMSELF FULLY FAMILIARWITH THE WORK SCOPE, PLANT ACCESS, FACILIT IES, COMPLEXITIES, ETC.,BEFORE HE SUBMITS HIS BID.B)#DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYOND THE ORDER RATES /PRICES DURING AND AFTER THE EXECUTION OF WORKS ORDERED.C)#THE CONTRACTOR WILL BE PROVIDED WITH THE EQUIPMENT SHUTDOWN PROGRAMIF REQUIRED IN COORD INATION WITH WATER OPERATIONS DEPARTMENT.D)#CONTRACTOR WILL HAVE TO MOBILIZE MANPOWER RESOURCES ACCORDING TO THEPLAN SCHEDULE AND BR EAKDOWN MAINTENANCEE)#THE CONTRACTOR SHOULD SUBMIT THE TIME SCHEDULE / BAR CHARTINDICATING EACH ACTIVITY.F)#ON COMPLETION OF THE WOR K, THE INSPECTION CHECKLIST OF QUALITYPROCEDURE, WHEREVER APPLICABLE					

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			SHOULD BE FILLED IN AND SUBMITTED.G)#SITE SUPERVISION, COORDINA TION OF FIELD ACTIVITIES, SUPPLY OFREQUIRED TECHNICIANS, TOOLS, EQUIPMENTS, TRANSPORT VEHICLES, TACKLESETC. REQUIRED FOR EXECUTION OF THE CONTRACT WORKS SHALL BE SUITABLYCONSIDERED.5.0#WORK PROCEDUREON RECEIVING OF LPO THE SERVICE PROVIDE/ CONTRACTOR HAS TO FOLLO W THEFOLLOWING STEPSA.SL NO#DESCRIPTION OF WORKS#RESPONSIBLE#REMARKS#1.#PREPARATIO N OF ANNUAL MAINTENANCE SCHEDULE FOR COMPLETE ONE YEAR FORTHE CHLORINE DI OXIDE SYSTEM#CONTRACTOR ENGINEER#TO BE SUBMITTED TODEWA ENGINEER FOR APPROVAL#2.#ARRANGEMENT OF ALL NECESSAR Y TOOLS#CONTRACTOR ENGINEER##3.#SAFETY REQUIREMENTS (RISK ASSESSMENT, TOOL BOX TALK)#CONTRACTORENGINEER#TO BE SUBMITTED TO DEWA ENGI					

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			NEER FOR APPROVAL#4.#SUBMISSION OF NAME AND OTHER DETAILS OF SERVICE TEAM FOR GATE PASSTO DEWA ENGINEER#CONTRACTOR ENGINEER#1 WEEK B EFORE EACH VISIT FORPROCESSING WITH WO/M&E#5.#SUBMISSION OF SHUTDOWN REQUEST WITH DATE AND TIME AS PER THE PLAN#CONTRACTOR ENGINEER #M& E PLANNING ENGINEER WILL UPDATE IN SAP#6. #ARRANGEMENT OF WORK PERMIT#CONTRACTOR ENGINEER/WO#WORK PERMITSHALL ISSUED AT SITE BY THE STATION OPERATOR#7.#ARRANGE ISOLATION OF EQUIPMENT FOR PM IF REQUIRED#CONTRACTORENGINEER/WO##8.#CON DUCT PREVENTIVE MAINTENANCE A S PER THE PROCEDURE AND CHECKLIST#CONTRACTOR ENGINEER#M & E ENGINEER SHALL CERTIFY THE ACTUAL WORK DONE AT SITE#9.#TEST THE FUNCTION ALITY OF EACH EQUIPMENT IN THE SYSTEM#CONTRACTORENGINEER/WO#NOTE FOR ANY ABNORMALITIES. MINOR REPAIR ADJUSTMENT						

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			SHALLBE DONE BY THE CONTRACTOR DURING PM#10#PREPARE SERVICE REPORT#CONTRACTOR ENGINEER#CHECKLIST SHALL BESIGNED BY DEWA ENGINEER#11#SUBMIT INVOICE FOR A PPROVAL AND FORWARD TO DEWA FORPAYMENT(QUARTERLY)#CONTRACTOR ENGINEER#TO BE CLEARED ON QUARTERLYBASIS#B. MANPOWER REQUIREMENTS: TO C ARRY OUT THE PM WORKS IN THE MUSHRIF RESERVOIR CHLORINE DI OXIDESYSTEM, THE SERVICE PROVIDER HAS TO ENGAGE THE FOLLOWING CATEGORYTEC HNICAL STAFF. ALL THE TECHNICAL STAFF TO BE ENGAGED FOR PM SHALL HAVESUFFICIENT EXPERIENCE AND SHALL BE CERTIFIED BY THE MANUFACTURE R AS OEMAUTHORIZED SERVICE PROVIDER. CV OF EACH STAFF SHALL BE ATTACHED WITH THEOFFER.TEAM SHALL HAVE 1NO. ENGINEER IN LEAST OR A TE AM OF 1NO. ENGINEER					

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			ANDTECHNICIANS.ENGINEER (SUBJECT TO APPROVAL BY DEWA)MUST BE A BACHELOR#S DEGREE HOLDER IN MECHANICAL/ELECTRICAL / CHEMICAL/INSTRUMENTATION ENGINEERING HAVING LEAST 5 YEARS EXPERIENCE OF TROUBLESHOOTING AND MAINTENANCE OF CHLORINE DI OXIDE SYSTE M /SIMILAR SYSTEM/EQUIPMENT IN UAE/MIDDLE EAST.TECHNICIANS (SUBJECT TO APPROVAL BY DEWA)ITI / DIPLOMA HOLDER IN					
2		ITEM-00002	ANNUAL MAINTENANCE OF CHLORINE DI OXIDE (CLO2) SYSTEMIN GAFAT RESERVOIR COMPLEXPLEASE CONTACT MR. VISHNU (0509182085) FOR FURTHER CL ARIFICATIONS & SITEVISIT1.0# INTRODUCTIONDUBAI ELECTRICITY & WATER AUTHORITY (DEWA) OWNS AND OPERATES POTABLEWATER BOOSTER PUMPING S TATIONS AND RESERVOIR COMPLEX FOR DUBAI AND HATTAWATER NETWORK. TO MAINTAIN GOOD WATER QUALITY, THE RESERVOIR COMPLEX ISEQUIPPED WIT H CHLORINE DIOXIDE SYSTEM THAT REQUIRES	1	SET				

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			PREVENTIVE(PERIODIC) AND BREAKDOWN MAINTENANCE. FOR THIS PURPOSE, DEWA WISHES TOOUTSOURCE TH E SERVICES TO A REPUTED, WELL EXPERIENCED CONTRACTOR.·#THE RESERVOIR IS LOCATED IN GHAFAT AREA OF DUBAI2.0#GENERAL CONDITION FOR BID DER:THE CONTRACTOR / COMPANY SHALL BE AUTHORIZED OEM SERVICE PROVIDER WITHHANDS ON EXPERIENCE AND DEDICATED STAFF FOR SIMILAR ACTIVI TIES WITHINUAE. THE COMPANY / SERVICE PROVIDER SHALL HAVE OFFICE/ BUSINESS SET UPWITH IN UAE. THE COMPANY/ SERVICE PROVIDER SHALL HA VE NECESSARYFACILITIES INCLUDING TOOLS TO CARRY OUT MAINTENANCE ACTIVITIES. THESERVICE PROVIDER SHALL HAVE TO SUBMIT REFERENCES OF S IMILAR TYPESYSTEM/EQUIPMENT/INSTRUMENTS MAINTENANCE RECORDS WITH IN UAE. THESERVICE PROVIDER HAS TO SUBMIT THE REFERENCE OF SIMILAR						

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			TYPE OFMAINTENANCE WORKS WITH THEIR OFFER.3.0#SCOPE OF WORKSTHE SCOPE OF WORK UNDER THE ANNUAL MAINTENANCE CONTRACT INCLUDES ROUTINE PREVENTIVE MAINTENANCE, TROUBLE SHOOTING AND BREAKDOWN MAINTENANCE OFCOMPLETE CHLORINE DI OXIDE SYSTEM.THE ANNUAL MAINTENANCE CONTRA CT REQUIRES MAINTENANCE TO BE CARRIED OUTAT FREQUENCIES AS MENTIONED BELOWØ#ROUTINE PREVENTIVE MAINTENANCE (WEEKLY)Ø#EMERGENCY COMPL AINTS (AS PER PHONE CALL /NOTICE OF DEFECT)Ø#BREAKDOWN MAINTENANCE (AS PER NOTICE OF DEFECT)A.#ROUTINE PREVENTIVE MAINTENANCETHE ROU TINE PREVENTIVE MAINTENANCE WORKS ARE CLASSIFIED ASÜ#WEEKLY PREVENTIVE MAINTENANCEFOR EACH PERIODIC PREVENTIVE MAINTENANCE (PM), THE RE IS DIFFERENTCHECKLIST (COPY ATTACHED). THE NUMBER OF VISITS FOR THE ACTIVITIES WILLBE AS PER BELOW TABLE.SL NO.#VISIT					

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			DETAILS#NO. OF WEEKS#NO. OF VISITS#NO. OF DAYS#01#MONTHLY VISITS#8 DAYS #8 VISITS.#8 DAYS.#02#QUARTERLY VISITS#2 DAYS, EACH IN EVERY 3RD MONTH# 3 VISITS.#6DAYS.#03#YEARLY VISITS#3 DAYS #1 VISIT.#3 DAYS.######THE WORKING TIME FOR EACH VISIT SHALL BE 06.30 AM TO 14.30 (SUNDAY TO THURSDAY). THE SERVICE PROVIDER HAS TO COMPLETE ALL PM PROCEDURE INTIME. NECESSARY LOGISTICS SHALL BE ARRANGED BY THE CONTRACTOR TO COMPLETE ALL PM PROCEDURE IN TIME. NO ADDITIONAL PAYMENT SHALL BECONSIDERED FOR MORE DAYS OR MORE HRS MAY BE TO COMPLETE THE LISTED PMACTIVITIES.B.#EMERGENCY COMPLAINTSATTENDING OF EMERGENCY COMPLAINTS AS REPORTED BY DEWA ENGINEER ON 24 HRSX 7 DAY#S BASIS. THE RESPONSE TIME BY THE CONTRACTOR SERVICE ENGINEER TOEMERGENCY COMPLAINTS SHALL BE WITHIN 4 HRS OVER THE TELEPHONE BY THESAME						

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			DAY.C.#BREA KDOWN MAINTENANCETHE BREAKDOWN MAINTENANCE REQUIRE FOR SMOOTH OPERATION OF THE COMPLETECHLORINE DIOXIDE SYSTEM WHERE SERVICE ENGINEE R ALONG WITH HIS TEAM ISREQUIRED THAT SHALL BE PROVIDED BY THE CONTRACTOR/SERVICE PROVIDER UNDERTHE FOLLOWING TERMS AND CONDITIONS1. #DEWA ENGINEER SHALL INTIMATE TO CONTRACTOR SERVICE ENGINEER BASED ONTHE ACTUAL SERVICE REQUIREMENTS / NOTICE OF DEFECTS(NOD)2.#DEWA ENGINEER SHALL FORWARD THE NOTICE OF DEFECTS(NOD)/PRELIMINARYREPORT TO CONTRACTOR SERVICE ENGINEER3.#THE RESPONSE TIME OF CONTRACTO R SERVICE ENGINEER SHALL BE WITHIN 4HRS OVER THE PHONE. THE ACTUAL SITE VISIT SHALL BE DONE AS PER THENOTICE OF DEFECTS (NOD) / EMER GENCY REQUIREMENTS AND AGREEMENT BETWEENDEWA AND CONTRACTOR/SERVICE						

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			PROVIDER. IN ANY SITUATION THE ACTUAL SITEVISIT SHALL BE WITHIN 1 DAY4.#SINCE KEY PERFORMANCE INDICATOR (KPI) IS CALCULATING ON THE NOTICEOF DEFECTS (NOD), THEREFORE THE CONTRACTOR SHALL HAVE TO C OMPLETE ALLTYPE OF DEFECTS WITHIN 3 WORKING DAYS.5.#IF ANY MINOR DEFECTS OBSERVED THAT SHALL BE RECTIFIED DURING PMACTIVITIES6.#THE CONTRACTOR ENGINEER SHALL ARRANGE HIS TEAM WITH ALL NECESSARYTOOLS FOR TROUBLE SHOOTING AND RECTIFY THE DEFECTS.7.#DURING THE VISIT S DEWA ENGINEER SHALL ARRANGE FOR SHUTDOWN/ISOLATIONWITH WATER OPERATION (STAFF). THE CONTRACTOR ENGINEER RECTIFIES THEDEFECTS AND S UBMITS SERVICE REPORT OF FAILURE.8.#IF THE DEFECT IS FOUND TO BE MAJOR THEN CONTRACTOR HAS TO PROVIDEDETAILED REPORT OF EQUIPMENT BR EAKDOWN AND CORRECTIVE ACTIONS						

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			REQUIRED.CONTRACTOR TO SUBMIT ACTION PLAN FOR RECTIFICATION AND SEEK PRIORAPPROVAL FROM CONCERNED DEW A ENGINEER.9.#NECESSARY TOOLS AND OTHER LOGISTICS SHALL BE ARRANGED BY THECONTRACTOR / SERVICE PROVIDER10.#THE PAYMENTS FOR BREAKDOW N MAINTENANCE SHALL BE PROCESSEDSEPARATELY ON CASE TO CASE BASIS THROUGH LPO4.0#PRIOR TO SUBMISSION OF BID, THE FOLLOWING SHALL BE D ETERMINEDCAREFULLY.A)#THE CONTRACTOR SHALL VISIT THE SITE AND MAKE HIMSELF FULLY FAMILIARWITH THE WORK SCOPE, PLANT ACCESS, FACILITI ES, COMPLEXITIES, ETC.,BEFORE HE SUBMITS HIS BID.B)#DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYOND THE ORDER RATES /PRICES DURING AND AFTER THE EXECUTION OF WORKS ORDERED.C)#THE CONTRACTOR WILL BE PROVIDED WITH THE EQUIPMENT SHUTDOWN PROGRAMIF REQUIRED IN COORDI						

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			NATION WITH WATER OPERATIONS DEPARTMENT.D)#CONTRACTOR WILL HAVE TO MOBILIZE MANPOWER RESOURCES ACCORDING TO THEPLAN SCHEDULE AND BRE AKDOWN MAINTENANCEE)#THE CONTRACTOR SHOULD SUBMIT THE TIME SCHEDULE / BAR CHARTINDICATING EACH ACTIVITY.F)#ON COMPLETION OF THE WORK , THE INSPECTION CHECKLIST OF QUALITYPROCEDURE, WHEREVER APPLICABLE SHOULD BE FILLED IN AND SUBMITTED.G)#SITE SUPERVISION, COORDINAT ION OF FIELD ACTIVITIES, SUPPLY OFREQUIRED TECHNICIANS, TOOLS, EQUIPMENTS, TRANSPORT VEHICLES, TACKLESETC. REQUIRED FOR EXECUTION O F THE CONTRACT WORKS SHALL BE SUITABLYCONSIDERED.5.0#WORK PROCEDUREON RECEIVING OF LPO THE SERVICE PROVIDE/ CONTRACTOR HAS TO FOLLOW THEFOLLOWING STEPSA.SL NO#DESCRIPTION OF WORKS#RESPONSIBLE#REMARKS#1.#PREPARATIO N OF ANNUAL MAINTENANCE SCHEDULE FOR					

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			COMPLETE ONE Y EAR FORTHE CHLORINE DI OXIDE SYSTEM#CONTRACTOR ENGINEER#TO BE SUBMITTED TODEWA ENGINEER FOR APPROVAL#2.#ARRANGEMENT OF ALL NECESSARY TOOLS#CONTRACTOR ENGINEER##3.#SAFETY REQUIREMENTS (RISK ASSESSMENT, TOOL BOX TALK)#CONTRACTORENGINEER#TO BE SUBMITTED TO DEWA ENGIN EER FOR APPROVAL#4.#SUBMISSION OF NAME AND OTHER DETAILS OF SERVICE TEAM FOR GATE PASSTO DEWA ENGINEER#CONTRACTOR ENGINEER#1 WEEK BE FORE EACH VISIT FORPROCESSING WITH WO/M&E#5.#SUBMISSION OF SHUTDOWN REQUEST WITH DATE AND TIME AS PER THE PLAN#CONTRACTOR ENGINEER# M& E PLANNING ENGINEER WILL UPDATE IN SAP#6. #ARRANGEMENT OF WORK PERMIT#CONTRACTOR ENGINEER/WO#WORK PERMITSHALL ISSUED AT SITE BY T HE STATION OPERATOR#7.#ARRANGE ISOLATION OF EQUIPMENT FOR PM IF						

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			REQUIRED#CONTRACTORENGINEER/WO##8.#CONDUCT PREVENTIVE MAINTENANCE AS PER THE PROCEDURE AND CHECKLIST#CONTRACTOR ENGINEER#M & E ENGINEER SHALL CERTIFY THE ACTUAL WORK DONE AT SITE#9.#TEST THE FUNCTIONALITY OF EACH EQUIPMENT IN THE SYSTEM#CONTRACTORENGINEER/WO#NOTE FOR ANY ABNORMALITIES. MINOR REPAIR ADJUSTMENT SHALLBE DONE BY THE CONTRACTOR DURING PM#10#PREPARE SERVICE REPORT#CONTRACTOR ENGINEER#CHECKLIST SHALL BESIGNED BY DEWA ENGINEER#11#SUBMIT INVOICE FOR APPROVAL AND FORWARD TO DEWA FORPAYMENT(QUARTERLY)#CONTRACTOR ENGINEER#TO BE CLEARED ON QUARTERLYBASIS#B. MANPOWER REQUIREMENTS: TO CARRY OUT THE PM WORKS IN THE MUSHRIF RESERVOIR CHLORINE DI OXIDESYSTEM, THE SERVICE PROVIDER HAS TO ENGAGE THE FOLLOWING CATEGORYTECH					

REQUEST FOR QUOTATION
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RFQ NUMBER : 2332602999

DATE : 18.11.2026

REQ No : 1032605787

REQ TITLE : ANNUAL MAINTENANCE OF

DELIVERY LOCATION

CLOSING DATE : 24.11.2026

CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
			NICAL STAFF. ALL THE TECHNICAL STAFF TO BE ENGAGED FOR PM SHALL HAVESUFFICIENT EXPERIENCE AND SHALL BE CERTIFIED BY THE MANUFACTURER AS OEMAUTHORIZED SERVICE PROVIDER. CV OF EACH STAFF SHALL BE ATTACHED WITH THEOFFER.TEAM SHALL HAVE 1NO. ENGINEER IN LEAST OR A TEA M OF 1NO. ENGINEER ANDTECHNICIANS.ENGINEER (SUBJECT TO APPROVAL BY DEWA)MUST BE A BACHELOR#S DEGREE HOLDER IN MECHANICAL/ELECTRICAL/ CHEMICAL/INSTRUMENTATION ENGINEERING HAVING LEAST 5 YEARS EXPERIENCE OF TROUBLESHOOTING AND MAINTENANCE OF CHLORINE DI OXIDE SYSTEM /SIMILAR SYSTEM/EQUIPMENT IN UAE/MIDDLE EAST.TECHNICIANS (SUBJECT TO APPROVAL BY DEWA)ITI / DIPLOMA HOLDER IN					
3		ITEM-00003	ANNUAL MAINTENANCE OF CHLORINE DI OXIDE (CLO2) SYSTEMIN AL LISAILY RESERVOIR COMPLEXPLEASE CONTACT MR. VISHNU (050-9182085) FOR FURT	1	SET				

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			HER CLARIFICATIONS &SITE VISIT1.0# INTRODUCTIONDUBAI ELECTRICITY & WATER AUTHORITY (DEWA) OWNS AND OPERATES POTABLEWATER BOOSTER PUM PING STATIONS AND RESERVOIR COMPLEX FOR DUBAI AND HATTAWATER NETWORK. TO MAINTAIN GOOD WATER QUALITY, THE RESERVOIR COMPLEX ISEQUIPP ED WITH CHLORINE DIOXIDE SYSTEM THAT REQUIRES PREVENTIVE(PERIODIC) AND BREAKDOWN MAINTENANCE. FOR THIS PURPOSE, DEWA WISHES TOOUTSOU RCE THE SERVICES TO A REPUTED, WELL EXPERIENCED CONTRACTOR.·#THE RESERVOIR IS LOCATED IN AL LISAILY AREA OF DUBAI2.0#GENERAL CONDITI ON FOR BIDDER:THE CONTRACTOR / COMPANY SHALL BE AUTHORIZED OEM SERVICE PROVIDER WITHHANDS ON EXPERIENCE AND DEDICATED STAFF FOR SIMI LAR ACTIVITIES WITHINUAE. THE COMPANY / SERVICE PROVIDER SHALL HAVE OFFICE/ BUSINESS SET UPWITH IN UAE. THE COMPANY/					

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			SERVICE PROVIDE R SHALL HAVE NECESSARYFACILITIES INCLUDING TOOLS TO CARRY OUT MAINTENANCE ACTIVITIES. THESERVICE PROVIDER SHALL HAVE TO SUBMIT REFER ENCES OF SIMILAR TYPESYSTEM/EQUIPMENT/INSTRUMENTS MAINTENANCE RECORDS WITH IN UAE. THESERVICE PROVIDER HAS TO SUBMIT THE REFERENCE O F SIMILAR TYPE OFMAINTENANCE WORKS WITH THEIR OFFER.3.0#SCOPE OF WORKSTHE SCOPE OF WORK UNDER THE ANNUAL MAINTENANCE CONTRACT INCLUD ES ROUTINEPREVENTIVE MAINTENANCE, TROUBLE SHOOTING AND BREAKDOWN MAINTENANCE OFCOMPLETE CHLORINE DI OXIDE SYSTEM.THE ANNUAL MAINTENA NCE CONTRACT REQUIRES MAINTENANCE TO BE CARRIED OUTAT FREQUENCIES AS MENTIONED BELOWØ#ROUTINE PREVENTIVE MAINTENANCE (WEEKLY)Ø#EMERG ENCY COMPLAINTS (AS PER PHONE CALL /NOTICE						

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			OF DEFECT)Ø#BREAKDOWN MAINTENANCE (AS PER NOTICE OF DEFECT)A.#ROUTINE PREVENTIVE MAINTENA NCETHE ROUTINE PREVENTIVE MAINTENANCE WORKS ARE CLASSIFIED ASÜ#WEEKLY PREVENTIVE MAINTENANCEFOR EACH PERIODIC PREVENTIVE MAINTENANCE (PM), THERE IS DIFFERENTCHECKLIST (COPY ATTACHED). THE NUMBER OF VISITS FOR THE ACTIVITIES WILLBE AS PER BELOW TABLE.SL NO.#VISIT D ETAILS#NO. OF WEEKS#NO. OF VISITS#NO. OF DAYS#01#MONTHLY VISITS#8 DAYS #8 VISITS.#8 DAYS.#02#QUARTERLY VISITS#2 DAYS, EACH IN EVERY 3RD MONTH#3 VISITS.#6DAYS.#03#YEARLY VISIT#3 DAYS #1 VISIT.#3 DAYS.######THE WORKING TIME FOR EACH VISIT SHALL BE 06.30 AM TO 15.30 (SUNDAY TOTHURSDAY). THE SERVICE PROVIDER HAS TO COMPLETE ALL PM PROCEDURE INTIME. NECESSARY LOGISTICS SHALL BE ARRANGED BY THE CONT RACTOR TOCOMPLETE ALL PM PROCEDURE IN						

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			TIME. NO ADDITIONAL PAYMENT SHALL BECONSIDERED FOR MORE DAYS OR MORE HRS MAY BE TO COMPLETE TH E LISTED PMACTIVITIES.B.#EMERGENCY COMPLAINTSATTENDING OF EMERGENCY COMPLAINTS AS REPORTED BY DEWA ENGINEER ON 24 HRSX 7 DAY#S BASIS . THE RESPONSE TIME BY THE CONTRACTOR SERVICE ENGINEER TOEMERGENCY COMPLAINTS SHALL BE WITHIN 4 HRS OVER THE TELEPHONE BY THESAME DA Y.C.#BREAKDOWN MAINTENANCETHE BREAKDOWN MAINTENANCE REQUIRE FOR SMOOTH OPERATION OF THE COMPLETECHLORINE DIOXIDE SYSTEM WHERE SERVIC E ENGINEER ALONG WITH HIS TEAM ISREQUIRED THAT SHALL BE PROVIDED BY THE CONTRACTOR/SERVICE PROVIDER UNDERTHE FOLLOWING TERMS AND CON DITIONS1.#DEWA ENGINEER SHALL INTIMATE TO CONTRACTOR SERVICE ENGINEER BASED ONTHE ACTUAL SERVICE REQUIREMENTS / NOTICE OF					

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			DEFECTS(NO D)2.#DEWA ENGINEER SHALL FORWARD THE NOTICE OF DEFECTS(NOD)/PRELIMINARYREPORT TO CONTRACTOR SERVICE ENGINEER3.#THE RESPONSE TIME OF CONTRACTOR SERVICE ENGINEER SHALL BE WITHIN 4HRS OVER THE PHONE. THE ACTUAL SITE VISIT SHALL BE DONE AS PER THENOTICE OF DEFECTS (NO D) / EMERGENCY REQUIREMENTS AND AGREEMENT BETWEENDEWA AND CONTRACTOR/SERVICE PROVIDER. IN ANY SITUATION THE ACTUAL SITEVISIT SHALL B E WITHIN 1 DAY4.#SINCE KEY PERFORMANCE INDICATOR (KPI) IS CALCULATING ON THE NOTICEOF DEFECTS (NOD), THEREFORE THE CONTRACTOR SHALL HAVE TO COMPLETE ALLTYPE OF DEFECTS WITHIN 3 WORKING DAYS.5.#IF ANY MINOR DEFECTS OBSERVED THAT SHALL BE RECTIFIED DURING PMACTIVIT IES6.#THE CONTRACTOR ENGINEER SHALL ARRANGE HIS TEAM WITH ALL NECESSARYTOOLS						

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			FOR TROUBLE SHOOTING AND RECTIFY THE DEFECTS.7.#DURING THE VISITS DEWA ENGINEER SHALL ARRANGE FOR SHUTDOWN/ISOLATIONWITH WATER OPERATION (STAFF). THE CONTRACTOR ENGINEER RECTIFIES THEDEFE CTS AND SUBMITS SERVICE REPORT OF FAILURE.8.#IF THE DEFECT IS FOUND TO BE MAJOR THEN CONTRACTOR HAS TO PROVIDEDETAILED REPORT OF EQU IPMENT BREAKDOWN AND CORRECTIVE ACTIONS REQUIRED.CONTRACTOR TO SUBMIT ACTION PLAN FOR RECTIFICATION AND SEEK PRIORAPPROVAL FROM CONC ERNED DEWA ENGINEER.9.#NECESSARY TOOLS AND OTHER LOGISTICS SHALL BE ARRANGED BY THECONTRACTOR / SERVICE PROVIDER10.#THE PAYMENTS FOR BREAKDOWN MAINTENANCE SHALL BE PROCESSEDSEPARATELY ON CASE TO CASE BASIS THROUGH LPO4.0#PRIOR TO SUBMISSION OF BID, THE FOLLOWING S HALL BE DETERMINEDCAREFULLY.A)#THE					

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			CONTRACTOR SHALL VISIT THE SITE AND MAKE HIMSELF FULLY FAMILIARWITH THE WORK SCOPE, PLANT ACCESS, FACILITIES, COMPLEXITIES, ETC.,BEFORE HE SUBMITS HIS BID.B)#DEWA WILL NOT ACCEPT ANY CLAIM FOR EXTRAS BEYOND THE ORDER RATES /PRICE S DURING AND AFTER THE EXECUTION OF WORKS ORDERED.C)#THE CONTRACTOR WILL BE PROVIDED WITH THE EQUIPMENT SHUTDOWN PROGRAMIF REQUIRED IN COORDINATION WITH WATER OPERATIONS DEPARTMENT.D)#CONTRACTOR WILL HAVE TO MOBILIZE MANPOWER RESOURCES ACCORDING TO THEPLAN SCHEDUL E AND BREAKDOWN MAINTENANCEE)#THE CONTRACTOR SHOULD SUBMIT THE TIME SCHEDULE / BAR CHARTINDICATING EACH ACTIVITY.F)#ON COMPLETION OF THE WORK, THE INSPECTION CHECKLIST OF QUALITYPROCEDURE, WHEREVER APPLICABLE SHOULD BE FILLED IN AND SUBMITTED.G)#SITE SUPERVISION,						

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			COORDINATION OF FIELD ACTIVITIES, SUPPLY OFREQUIRED TECHNICIANS, TOOLS, EQUIPMENTS, TRANSPORT VEHICLES, TACKLESETC. REQUIRED FOR EX ECUTION OF THE CONTRACT WORKS SHALL BE SUITABLYCONSIDERED.5.0#WORK PROCEDUREON RECEIVING OF LPO THE SERVICE PROVIDE/ CONTRACTOR HAS TO FOLLOW THEFOLLOWING STEPSA.SL NO#DESCRIPTION OF WORKS#RESPONSIBLE#REMARKS#1.#PREPARATIO N OF ANNUAL MAINTENANCE SCHEDULE FOR COMPL ETE ONE YEAR FORTHE CHLORINE DI OXIDE SYSTEM#CONTRACTOR ENGINEER#TO BE SUBMITTED TODEWA ENGINEER FOR APPROVAL#2.#ARRANGEMENT OF ALL NECESSARY TOOLS#CONTRACTOR ENGINEER##3.#SAFETY REQUIREMENTS (RISK ASSESSMENT, TOOL BOX TALK)#CONTRACTORENGINEER#TO BE SUBMITTED TO D EWA ENGINEER FOR APPROVAL#4.#SUBMISSION					

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			OF NAME AND OTHER DETAILS OF SERVICE TEAM FOR GATE PASSTO DEWA ENGINEER#CONTRACTOR ENGINEER# 1 WEEK BEFORE EACH VISIT FORPROCESSING WITH WO/M&E#5.#SUBMISSION OF SHUTDOWN REQUEST WITH DATE AND TIME AS PER THE PLAN#CONTRACTOR ENGINEER#M& E PLANNING ENGINEER WILL UPDATE IN SAP#6. #ARRANGEMENT OF WORK PERMIT#CONTRACTOR ENGINEER/WO#WORK PERMITSHALL ISSUED AT SITE BY THE STATION OPERATOR#7.#ARRANGE ISOLATION OF EQUIPMENT FOR PM IF REQUIRED#CONTRACTORENGINEER/WO##8.#CON DUCT PREVENTIVE MAINT ENANCE AS PER THE PROCEDURE AND CHECKLIST#CONTRACTOR ENGINEER#M & E ENGINEER SHALL CERTIFY THE ACTUAL WORK DONE AT SITE#9.#TEST THE FUNCTIONALITY OF EACH EQUIPMENT IN THE SYSTEM#CONTRACTORENGINEER/WO#NOTE FOR ANY ABNORMALITIES. MINOR REPAIR ADJUSTMENT SHALLBE DONE					

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			BY THE CONTRACTOR DURING PM#10#PREPARE SERVICE REPORT#CONTRACTOR ENGINEER#CHECKLIST SHALL BESIGNED BY DEWA ENGINEER#11#SUBMIT INVOI CE FOR APPROVAL AND FORWARD TO DEWA FORPAYMENT(QUARTERLY)#CONTRACTOR ENGINEER#TO BE CLEARED ON QUARTERLYBASIS#B. MANPOWER REQUIREMEN TS: TO CARRY OUT THE PM WORKS IN THE LISAILY RESERVOIR CHLORINE DI OXIDESYSTEM, THE SERVICE PROVIDER HAS TO ENGAGE THE FOLLOWING CAT EGORYTECHNICAL STAFF. ALL THE TECHNICAL STAFF TO BE ENGAGED FOR PM SHALL HAVESUFFICIENT EXPERIENCE AND SHALL BE CERTIFIED BY THE MAN UFACTURER AS OEMAUTHORIZED SERVICE PROVIDER. CV OF EACH STAFF SHALL BE ATTACHED WITH THEOFFER.TEAM SHALL HAVE 1NO. ENGINEER IN LEAST OR A TEAM OF 1NO. ENGINEER ANDTECHNICIANS.ENGINEER (SUBJECT TO APPROVAL BY DEWA)MUST BE A BACHELOR#S					

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			DEGREE HOLDER IN MECHANICAL/EL ECTRICAL/ CHEMICAL/INSTRUMENTATION ENGINEERING HAVING LEAST 5 YEARS EXPERIENCE OF TROUBLESHOOTING AND MAINTENANCE OF CHLORINE DI OXI DE SYSTEM /SIMILAR SYSTEM/EQUIPMENT IN UAE/MIDDLE EAST.TECHNICIANS (SUBJECT TO APPROVAL BY DEWA)ITI / DIPLOMA HO						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

ANNUAL MAINTENANCE OF CHLORINE DI OXIDE (CLO2) SYSTEM
IN MUSHRIF, GAFAT <(>&<)> LUSAILY RESERVOIR COMPLEX. AS PER ATTACHED
SPECIFICATION <(>&<)> BOQ

Please contact Mr. Vishnu (0509182085) for further clarifications
<(>&<)> site visit

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.

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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.

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.

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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 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

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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.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP

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