REQUEST FOR QUOTATION
LOCAL PURCHASE SECTION

RFQ NUMBER : 2332603077

DATE : 25.11.2026

REQ No : 1032605884

REQ TITLE : 1-NUAL MAINTENANCE OF

DELIVERY LOCATION

CLOSING DATE : 01.12.2026

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) SYSTEM ATJEBEL ALI HABAB PHASE # 01 PSHATTA PHASE #01 PSNAJMA PHASE # 01,02 & 03 PSNA JMA # 04 PSKHAWANEEJ LOCATIONRASHIDIYA LOCATIONPLEASE CONTACT MR. VISHNU (050-9182085) FOR FURTHER CLARIFICATIONS &SITE VISIT1.0# IN TRODUCTIONDUBAI ELECTRICITY & WATER AUTHORITY (DEWA) OWNS AND OPERATES POTABLEWATER BOOSTER PUMPING STATIONS AND RESERVOIR COMPLEX F OR DUBAI AND HATTAWATER NETWORK. TO MAINTAIN GOOD WATER QUALITY, DEWA IMPLEMENTED THEINSTALLATION OF NEW CHLORINE DIOXIDE SYSTEMS IN VARIOUS LOCATIONS OFDUBAI, WHICH REQUIRES PREVENTIVE (PERIODIC) AND BREAKDOWN MAINTENANCE.FOR THIS PURPOSE, DEWA WISHES TO OUTSOURC E THE SERVICES TO A REPUTED,WELL EXPERIENCED CONTRACTOR.2.0#GENERAL CONDITION FOR BIDDER:THE CONTRACTOR /	1	SET				

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			COMPANY SHALL BE AUTHORIZE D OEM SERVICE PROVIDER WITHHANDS ON EXPERIENCE AND DEDICATED STAFF FOR SIMILAR ACTIVITIES 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 MAINTEN ANCE RECORDS WITH IN UAE. THESERVICE PROVIDER HAS TO SUBMIT THE REFERENCE OF SIMILAR TYPE OFMAINTENANCE WORKS WITH THEIR OFFER.3.0#S COPE OF WORKSTHE SCOPE OF WORK UNDER THE ANNUAL MAINTENANCE CONTRACT INCLUDES ROUTINEPREVENTIVE MAINTENANCE, TROUBLE SHOOTING AND BR EAKDOWN MAINTENANCE OFCOMPLETE CHLORINE DI OXIDE SYSTEM.THE ANNUAL MAINTENANCE						

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			CONTRACT REQUIRES MAINTENANCE TO BE CARRIED OUTAT FRE QUENCIES AS MENTIONED BELOWØ#ROUTINE PREVENTIVE MAINTENANCE (AS PER TABLE 01 BELOW)Ø#BREAKDOWN MAINTENANCE (AS PER NOTICE OF DEFECT) A.#ROUTINE PREVENTIVE MAINTENANCETHE ROUTINE PREVENTIVE MAINTENANCE WORKS ARE CLASSIFIED ASÜ#MONTHLY, QUARTERLY AND HALF YEARLY VISI TS (SEE TABLE 01 BELOW)FOR EACH PERIODIC PREVENTIVE MAINTENANCE (PM), THERE IS A DIFFERENTCHECKLIST (TO BE PROVIDED BY THE CONTRACTO R). THE NUMBER OF VISITS FORTHE ACTIVITIES WILL BE AS PER BELOW TABLE 01.SL NO.#VISIT DETAILS#NO. OF WEEKS#NO. OF VISITS#NO. OF DAYS #01#MONTHLY VISITS#01 DAY IN EACH MONTH, TO ANY OF THE SITES* #40VISITS.#40 DAYS.#02#HALF YEAR VISITS#01 DAY TO ALL SITES* IN AN YE AR, EACH IN EVERY 2NDMONTH. (OVERHAULING WORKS)#6 VISITS.#06 DAYS.#03#YEARLY VISITS#01						

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			DAY TO ALL SITES* IN AN YEAR, EACH IN 6 MONTH SPERIOD. (SEMI OVERHAULING & INSP#N)#6 VISITS.#06 DAYS.#*SITE SHALL BE DECIDED BY DEWA ENGINEER AS PER PLAN & SCHEDULE.THE WORKING T IME FOR EACH VISIT SHALL BE 06.30 AM TO 15.30 (MONDAY TOFRIDAY). THE SERVICE PROVIDER HAS TO COMPLETE ALL PM PROCEDURES IN TIME.NECE SSARY LOGISTICS SHALL BE ARRANGED BY THE CONTRACTOR TO COMPLETE ALLPM PROCEDURE IN TIME. NO ADDITIONAL PAYMENT SHALL BE CONSIDERED F OR MOREDAYS OR MORE HRS. MAYBE TO COMPLETE THE LISTED PM ACTIVITIES.B.#EMERGENCY COMPLAINTSATTENDING OF EMERGENCY COMPLAINTS AS REPO RTED BY DEWA ENGINEER ON 24HRS. X 7 DAY#S BASIS. THE RESPONSE TIME BY THE CONTRACTOR SERVICEENGINEER TO EMERGENCY COMPLAINTS SHALL B E WITHIN 4 HRS. OVER THETELEPHONE BY THE						

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			SAME DAY.C.#BREAKDOWN MAINTENANCETHE BREAKDOWN MAINTENANCE REQUIRES FOR SMOOTH OPERATION OF THE COMPLETECHLORINE DIOXIDE SYSTEM WHERE SERVICE ENGINEER 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 A CTUAL 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 CONTRACTOR SERVICE ENGINEER SHALL BE WITHIN 4HRS OVER THE PHONE. THE ACTUAL SITE VISIT SHALL BE DONE AS PER THENOTICE OF DEFECTS (NOD) / EMERGENCY REQUIREMENTS AND AGREEMENT BETWEENDEWA AND CONTRACTOR/SERVICE PROV					

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			IDER. IN ANY SITUATION THE ACTUAL SITEVISIT SHALL BE WITHIN 1 DAY4.#SINCE KEY PERFORMANCE INDICATOR (KPI) IS CALCULATING ON THE NOTI CEOF 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.#THE CONTRACTOR ENGINEER SHALL ARRANGE HIS TEAM WITH ALL NECESSARYTOOLS 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 THEDEFECTS AND SUBMITS SERVICE REPORT OF FAILURE.8.#IF THE DEFECT IS FOUND TO BE MAJOR T HEN CONTRACTOR HAS TO PROVIDEDETAILED REPORT OF EQUIPMENT BREAKDOWN AND CORRECTIVE ACTIONS REQUIRED.CONTRACTOR					

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			TO SUBMIT ACTION PLAN FOR RECTIFICATION AND SEEK PRIORAPPROVAL FROM CONCERNED DEWA ENGINEER.9.#NECESSARY TOOLS AND OTHER LOGISTICS SHALL BE ARRANGED BY T HECONTRACTOR / 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 SHALL BE DETERMINEDCAREFULLY.A)#THE CONTRACTOR SHALL VISIT THE SITE AND MAKE HIMSE LF 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 /PRICES DURING AND AFTER THE EXECUTION OF WORKS ORDERED.C)#THE CONTRACTOR WILL BE PROVI DED WITH THE EQUIPMENT SHUTDOWN PROGRAMIF REQUIRED IN COORDINATION WITH WATER OPERATIONS						

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			DEPARTMENT.D)#CONTRACTOR WILL HAVE TO MOBIL IZE MANPOWER RESOURCES ACCORDING TO THEPLAN SCHEDULE AND BREAKDOWN MAINTENANCEE)#THE CONTRACTOR SHOULD SUBMIT THE TIME SCHEDULE / BA R CHARTINDICATING EACH ACTIVITY.F)#ON COMPLETION OF THE WORK, THE INSPECTION CHECKLIST OF QUALITYPROCEDURE, WHEREVER APPLICABLE SHOU LD BE FILLED IN AND SUBMITTED.G)#SITE SUPERVISION, COORDINATION OF FIELD ACTIVITIES, SUPPLY OFREQUIRED TECHNICIANS, TOOLS, EQUIPMENT S, TRANSPORT VEHICLES, TACKLESETC. REQUIRED FOR EXECUTION OF THE CONTRACT WORKS SHALL BE SUITABLYCONSIDERED.5.0#WORK PROCEDUREON RE CEIVING OF LPO THE SERVICE PROVIDE/ CONTRACTOR HAS TO FOLLOW THEFOLLOWING STEPSA.SL NO DESCRIPTION OF WORKS RESPONSIBLE REMARKS#1.#P						

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			REPARATION 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 NECESSARY TOOLS#CONTRACTOR ENGINEER##3.#SAFETY REQUIREMENTS (RISK ASSESSMENT, TOO L BOX TALK)#CONTRACTORENGINEER#TO BE SUBMITTED TO DEWA ENGINEER FOR APPROVAL#4.#SUBMISSION 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 REQ UEST 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						

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			EQUIPMENT FOR PM IF REQUIRED #CONTRACTORENGINEER/WO##8.#CONDUCT PREVENTIVE MAINTENANCE AS PER THE PROCEDURE AND CHECKLIST#CONTRACTOR ENGINEER#M & E ENGINEER SHAL L 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#CHECKL IST 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 SPECIFIED LOCATIONS CHLORINE DI OXIDESYSTEM,					

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			THE SERVICE PROVIDER HAS TO ENGAGE THE FOLLOWING CATEGORYTECHNICAL STAFF. ALL THE TECHNICAL STAFF TO BE ENGAGED FOR PM SHALL HAVESU FFICIENT 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 TEAM OF 1NO.ENGINEER AND TECHNICIANS.ENGINEER (SUBJECT TO A						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

1-NUAL MAINTENANCE OF CHLORINE DI OXIDE (CLO2) SYSTEM (ISIA)

AT JEBELALI HABAB PHASE 01 PS, HATTA PHASE 01 PS, NAJMA PHASE 01,02

<(>&<)> 03 PS, NAJMA 04 PS, KHAWANEEJ LOCATION AND RASHIDIYA LOCATION

As per attached BOQ <(>&<)> Technical Specification.

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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.