

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2412501676  
**DATE** : 16.10.2025  
**REQ No** : 1032504447  
**REQ TITLE** : Annual Maintenance Contract  
**DELIVERY LOCATION**  
**CLOSING DATE** : 22.10.2025  
**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 CONTRACT FOR LPG SYSTEM AT JAPS STAFFBACHELOR'S ACCOMMODATION(A&B)SCOPE OF WORK & TECHNICAL SPECIFICATIONS1.GENERAL REQUIREMENTS:1.1 SITE ASSESSMENT#THE CONTRACTOR SHALL PERFORM A DETAILED SITE INSPECTION FOR BOTHBUILDING A AND BUILDING B AT JAPSSTAFF ACCOMMODATION TO ASSESS THEEXISTING CONDITION OF THE LPG SYSTEM, IDENTIFY OPERATIONAL RISKS,EVALUATE SPARE PART NEEDS, AND FINALIZE THE LUMP-SUM QUOTE BASED ON ACCURATE DATA ALONG WITHAPPROXIMATE NECESSARY SPARE PARTSLIST.1.2 CONTRACTOR QUALIFICATION#THE CONTRACTOR MUST HAVE A MINIMUM OF FIVE (5) YEARS OF EXPERIENCE INMAINTAINING CENTRALIZED LPGSYSTEMS IN RESIDENTIAL FACILITIES.#THE CONTRACTOR SHALL SUBMIT RELEVANT TRADE LICENSES, SAFETYCERTIFICATES, AND CLIENT REFERENCES | 1   | JOB |              |          |            |             |

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|       |           |            | <p>TODEMONSTRATE CAPABILITY.1.3<br/>CONTRACT DURATION#THE DURATION OF THE<br/>CONTRACT SHALL BE TWELVE (12) MONTHS FROM<br/>THE DATEOF AWARD, WITH THE POSSIBILITYOF<br/>RENEWAL BAS<br/>ED ON PERFORMANCE.1.4 COMPLIANCE#ALL<br/>ACTIVITIES MUST COMPLY WITH DUBAI CIVIL<br/>DEFENSE (DCD), DEWA, ANDOTHER APPLICABLE<br/>UAE SAFETYSTAN<br/>DARDS AND REGULATIONS,<br/>INCLUDINGHAZARDOUS GAS HANDLING<br/>PROTOCOLS.2.SCOPE OF WORK2.1 PREVENTIVE<br/>MAINTENANCE SERVICESQUARTERLY PREVENT<br/>IVE MAINTENANCE (PPM)#FOUR VISITS ANNUALLY<br/>(ONCE EVERY 3 MONTHS), TO BE CONDUCTED IN<br/>THEPRESENCE OF DEWA CIVIL<br/>DEPARTMENTSTAFF.DEWA-<br/>CONFIDENTIAL# STANDARD CHECK LIST TO BE<br/>PROVIDED BY THE CONTRACTOR AND FINALIZE<br/>WITHDEWA TEAM.# PPM ACTIVITIES SHALL<br/>INCLUDE BUT NOT<br/>BE LIMITED TO: O INSPECTION ANDFUNCTIONAL<br/>TESTING OF LPG TANKS, PIPING NETWORKS,</p> |     |     |              |          |            |             |

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|       |           |            | <p>PRESSURE REGULATORS,GAS METERS, SOLENOID VALVES, A</p> <p>ND DETECTORS.O LEAK DETECTION TEST USING APPROVED GAS LEAK DETECTION METHODS.O CALIBRATION OF GAS DETECTORS AND SENSORS AS PER MANUF</p> <p>ACTURER#SGUIDELINES.O CLEANING AND SERVICING OF STRAINERS, FILTERS, AND PRESSURE GAUGES.O VERIFICATION OF EMERGENCY SHUT-OFF VALVE F</p> <p>UNCTIONALITY.O LUBRICATION OF MECHANICAL COMPONENTS AND CHECK FOR SIGNS OF WEAR ANDCORROSION.O SUBMISSION OF DETAILED MAINTENANCE CH</p> <p>ECKLIST AND REPORT AFTER EACHVISIT.2.2 EMERGENCY AND BREAKDOWN MAINTENANCE#</p> <p>THE CONTRACTOR SHALL PROVIDE 24X7X365 EMERGENCY RESPONSE</p> <p>SERVICES.# RESPONSE TIME FOR CRITICAL BREAKDOWNS (E.G., GAS LEAK OR SHUTDOWN):WITHIN 2 HOURS OF NOTIFICATION.#</p> <p>BREAKDOWN SERVICES I</p> <p>NCLUDE: O FAULT ISOLATION, REPAIR, AND</p> |     |     |              |          |            |             |

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|       |           |            | <p>SYSTEM RESTORATION. O IMMEDIATE SUPPLY AND INSTALLATION OF GENUINE SPARE PARTS. O SAFETY ASSESSMENT AFTER FAULT RECTIFICATION. 2.3 REPAIRS TO EQUIPMENT# THE CONTRACTOR SHALL SUPPLY ALL LABOR, TOOLS, AND CERTIFIED MATERIALS REQUIRE D FOR: O MINOR AND MAJOR REPAIRS TO THE SYSTEM. O REPLACEMENT OF FAULTY PARTS SUCH AS VALVES, REGULATORS, METERS, SENSORS, PIPES, AND CONNECTORS. O ANY REPAIR WORK SHALL BE EXECUTED PER MANUFACTURER SPECIFICATIONS AND APPROVED SAFETY PROTOCOLS. O MAJOR REPLACEMENTS SHALL REQUIRE PRIOR APPROVAL FROM DEWA. 2.4 SPARE PARTS &amp; CONSUMABLES# ALL MANDATORY SPARE PARTS REPLACEMENT SHALL BE INCLUDED IN THE CONTRACT.# ONLY GENUINE AND OEM (ORIGINAL EQUIPMENT MANUFACTURER) PARTS SHALL BE USED.# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE INVENTORY</p> |     |     |              |          |            |             |

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|       |           |            | <p>ORY OF CRITICAL SPAREPARTS.# APPROXIMATE SPARE PARTS LIST TO BE PROVIDED BY THE CONTRACTOR WITHPROPOSAL.3. DELIVERABLES &amp; DOCUMENTAT</p> <p>IONDEWA-CONFIDENTIALDELIVERABLES &amp; REPORTINGTHE CONTRACTOR SHALL PROVIDE THE FOLLOWING DELIVERABLES AS PART OF THEAMC:# MICROSOFT 36</p> <p>5 SHARED FOLDER: A DEDICATED SHARED FOLDER MUST BE CREATEDAND MAINTAINED BY THE CONTRACTOR FOR THE SUBMISSION OF ALL REPORTS,SCHEDUL</p> <p>ES, AND DOCUMENTATION. THE FOLDER STRUCTURE SHALL INCLUDE BUT NOTBE LIMITED TO: O MAINTENANCE SCHEDULES: UPDATED PREVENTIVE ANDCORRE</p> <p>CTIVE MAINTENANCE SCHEDULES, INDICATING PLANNED VS. ACTUALPERFORMANCE.O MAINTENANCE LOGS: COMPREHENSIVE LOGS CAPTURING ALL MAINTENAN</p> <p>CE TASKS,OBSERVATIONS, ISSUES ENCOUNTERED, AND THEIR RESOLUTION, INCLUDINGINCIDENT AND ISSUE TRACKERS.O</p> |     |     |              |          |            |             |

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|       |           |            | <p>ASSET LIST &amp; CRITICAL SPARE PARTS INVENTORY: UPDATED RECORDS OF ALL INSTALLED LPG SYSTEM COMPONENTS ALONG WITH THE STATUS AND AVAILABILITY OF CRITICAL SPARE PARTS</p> <p>.O PPM AND CORRECTIVE MAINTENANCE REPORTS: REPORTS FOR ALL PREVENTIVE AND CORRECTIVE ACTIONS TAKEN, INCLUDING SIGNED CHECKLISTS.</p> <p>.O DEW A APPROVED PPM AND CORRECTIVE REPORTS: COPIES OF ALL MAINTENANCE REPORTS APPROVED BY DEWA'S CIVIL DEPARTMENT.</p> <p>.O LIFE CYCLE MANAGEMENT REPORTS: PREDICTIVE MAINTENANCE DATA INCLUDING COMPONENT CONDITION ANALYSIS, ESTIMATED REMAINING LIFESPAN, AND RECOMMENDED REPLACEMENT TIMELINES, SUBMITTED QUARTERLY.</p> <p>.O MONTHLY REPORTS: SUMMARIZING ALL TASKS PERFORMED, FAULTS RECTIFIED, PARTS REPLACED, AND PENDING ISSUES WITH RECOMMENDATIONS.</p> <p>.O ANNUAL REPORT: A COMPREHENSIVE YEAR-END SUMMARY</p> |     |     |              |          |            |             |

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|       |           |            | HIGHLIGHTING TOTALWORK EXECUTED, EQUIPMENT CONDITION, CRITICAL SNAGS, AND PERFORMANCEEVALUATION WITH IMPROVEMENT SUGGESTIONS.O MONTHLY COMPLIANCE REPORTS (IF APPLICABLE TO LPG SYSTEMS):O IN SPECTION REPORTS: POST-INSPECTION REPORTS AFTER MAJOR SERVICING ORBREAKDOWNS, INCLUDING FINDINGS, ACTION TAKEN, AND SYSTEM UPGRADERE COMMENDATIONS.O STANDARD OPERATING PROCEDURES (SOPS) & EMERGENCY OPERATING PROCEDURES(EOPS): MAINTAINED ON-SITE FOR REFERENCE AND AU DIT. MUST BE REVIEWEDANNUALLY AND UPDATED AS NEEDED.O ESCALATION MATRIX & EMERGENCY: CONTRACTOR SHALL PROVIDE AN ESCALATIONMATRIX WI TH CONTACT POINTS AND MAINTAIN A LOG OR DASHBOARD OF EMERGENCYCALLS FOR TRANSPARENCY AND MONITORING.DEWA-CONFIDENTIAL# ALL REPORTS S |     |     |              |          |            |             |

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|       |           |            | <p>HALL BE SUBMITTED IN SOFT COPIES INTO THE SHARE FOLDERSAND UPDATED BY THE CONTRACTOR.4. PENALTIES FOR NON-COMPLIANCETO ENSURE SERVICE RELIABILITY AND ACCOUNTABILITY, THE FOLLOWINGPENALTIES SHALL APPLY FOR FAILURE TO MEET THE AGREED SLA</p> <p>TERMS:NON-COMPLIANCE EVENT #<br/>PENALTY #EMERGENCY RESPONSE DELAYED BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM THAT QUARTER#S AMC INVOICE #FAILURE TO COMPLET<br/>E PPM WITHIN THE SCHEDULED MONTH #10% DEDUCTION PERMITTED PPM FROM THE QUARTER#S AMC PAYMENT #LATE SUBMISSION OF REPORTS BEYOND THE<br/>ALLOWED TIMELINE #2% DEDUCTIONPER REPORT FROM THE MONTHLY OR QUARTERLY INVOICE #FAILURE TO MAINTAIN EMERGENCY CALL TICKET LOG/ESCALA<br/>TION MATRIX #5%DEDUCTION FROM QUARTERLY INVOICE #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES IN A QUARTER) #REVIEW</p> |     |     |              |          |            |             |

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|       |           |            | <p>OFCONTRACT PER<br/>FORMANCE AND POSSIBLE TERMINATION NOTICE<br/>#5. HEALTH, SAFETY &amp; ENVIRONMENTAL (HSE)<br/>REQUIREMENTS# CONTRACTOR PERSONNEL<br/>SHALL FOLLOW SI<br/>TE-SPECIFIC HSE PROTOCOLS AND BETRAINED IN<br/>HANDLING PRESSURIZED AND FLAMMABLE GAS<br/>SYSTEMS.# THE CONTRACTOR SHALL SUBMIT: O<br/>SAFETY ME<br/>THOD STATEMENTO RISK ASSESSMENTO<br/>EMERGENCY RESPONSE PLAN# ALL WASTE<br/>MATERIALS (E.G., DAMAGED PARTS) MUST BE<br/>DISPOSED OF INACCORDANCE<br/>WITH LOCAL ENVIRONMENTAL LAWS.6. PAYMENT<br/>TERMS# QUARTERLY PAYMENTS SHALL BE MADE<br/>UPON COMPLETION OF SCHEDULEDMAINTENANCE<br/>VISITS AND<br/>SUBMISSION OF DULY SIGNED MAINTENANCE<br/>REPORTS BYTHE DEWA CIVIL<br/>REPRESENTATIVE.DEWA-CONFIDENTIAL#<br/>BREAKDOWN VISITS AND ASSOCIATED WO<br/>RKS SHALL ALSO BE INVOICED<br/>QUARTERLYUNLESS MAJOR WORKS ARE OUTSIDE</p> |     |     |              |          |            |             |

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|       |           |            | <p>THE CONTRACT SCOPE.# ANY ADDITIONAL WORK BEYOND THE SCOPE WILL REQUIRE PRIOR APPROVAL AND A SEPARATE PURCHASE ORDER.7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR SHALL PROVIDE A COMPLIANCE STATEMENT CONFIRMING ADHERENCE TO ALL APPLICABLE STANDARDS AND REGULATIONS.# ANY CHANGE TO THE SCOPE, SERVICE DELIVERY, OR RESOURCE ALLOCATION MUST BE APPROVED BY DEWA BEFORE IMPLEMENTATION.8.SERVICE LEVEL AGREEMENT MATRIX# THE FOLLOWING SERVICE LEVEL AGREEMENT OUTLINES THE MINIMUM PERFORMANCE STANDARDS, RESPONSE TIMELINES, AND ESCALATION PROCEDURES THE CONTRACTOR MUST ADHERE TO THROUGHOUT THE AMC PERIOD.SLA CATEGORY #KPI / REQUIREMENT #PERFORMANCE TARGET #EMERGENCY RESPONSE TIME #TIME TO RESPOND AND MOBILIZE TO EMERGENCY BREAKDOWN CALLS #WITHIN 2 HOURS OF RECEIVING THE CALL #ON-SITE</p> |     |     |              |          |            |             |

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|       |           |            | ATTENDANCE FOR EMERGENCIES #ARRIVAL AND COMMENCEMENT OF EMERGENCY REPAIR WORK #WITHIN 2 HOURS, 24/7/365 #COMPLETION TIME FOR MINOR REPAIRS #RESOLUTION OF ISSUES NOT REQUIRING MAJOR PART REPLACEMENT #WITHIN 24 HOURS OF SITE ATTENDANCE #COMPLETION TIME FOR MAJOR REPAIRS #REPAIRS REQUIRING PART REPLACEMENT OR MANUFACTURER COORDINATION |     |     |              |          |            |             |

TOTAL AMOUNT IN WORDS:

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### SPECIAL NOTES / INSTRUCTIONS:

Annual Maintenance Contract for LPG System

### STANDARD TERMS & CONDITIONS

- Prices should be 'DDP' delivery duty paid at DEWA stores.
- Quotation to be submitted only in local currency U.A.E Dirhams
- DEWA Standard payment terms is '30 days credit' from the date of acceptance of material

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- 4) 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.
- 5) The offered product and/ or services in the Quotation, shall be conforming and in accordance with DEWA Energy Management Policy & EnMS Manual.
- 6) 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.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**

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|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>SYSTEM RESTORATION. O IMMEDIATE SUPPLY AND INSTALLATION OF GENUINE SPARE PARTS. O SAFETY ASSESSMENT AFTER FAULT RECTIFICATION. 2.3 REPAIRS TO EQUIPMENT# THE CONTRACTOR SHALL SUPPLY ALL LABOR, TOOLS, AND CERTIFIED MATERIALS REQUIRE</p> <p>D FOR: O MINOR AND MAJOR REPAIRS TO THE SYSTEM. O REPLACEMENT OF FAULTY PARTS SUCH AS VALVES, REGULATORS, METERS, SENSORS, PIPES, AND CONNECTORS. O ANY REPAIR WORK SHALL BE EXECUTED PER MANUFACTURER SPECIFICATIONS AND APPROVED SAFETY PROTOCOLS. O MAJOR REPLACEMENTS SHALL REQUIRE PRIOR APPROVAL FROM DEWA. 2.4 SPARE PARTS &amp; CONSUMABLES# ALL MANDATORY SPARE PARTS REPLACEMENT SHALL BE INCLUDED IN THE CONTRACT. # ONLY GENUINE AND OEM (ORIGINAL EQUIPMENT MANUFACTURER) PARTS SHALL BE USED. # THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE INVENTORY</p> |     |     |              |          |            |             |

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| SL NO | ITEM CODE | SERVICE ID | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | UOM | BRAND/ORIGIN | WARRANTY | UNIT PRICE | TOTAL PRICE |
|-------|-----------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>ORY OF CRITICAL SPAREPARTS.# APPROXIMATE SPARE PARTS LIST TO BE PROVIDED BY THE CONTRACTOR WITHPROPOSAL.3. DELIVERABLES &amp; DOCUMENTAT</p> <p>IONDEWA-CONFIDENTIALDELIVERABLES &amp; REPORTINGTHE CONTRACTOR SHALL PROVIDE THE FOLLOWING DELIVERABLES AS PART OF THEAMC:# MICROSOFT 36</p> <p>5 SHARED FOLDER: A DEDICATED SHARED FOLDER MUST BE CREATEDAND MAINTAINED BY THE CONTRACTOR FOR THE SUBMISSION OF ALL REPORTS,SCHEDUL</p> <p>ES, AND DOCUMENTATION. THE FOLDER STRUCTURE SHALL INCLUDE BUT NOTBE LIMITED TO: O MAINTENANCE SCHEDULES: UPDATED PREVENTIVE ANDCORRE</p> <p>CTIVE MAINTENANCE SCHEDULES, INDICATING PLANNED VS. ACTUALPERFORMANCE.O MAINTENANCE LOGS: COMPREHENSIVE LOGS CAPTURING ALL MAINTENAN</p> <p>CE TASKS,OBSERVATIONS, ISSUES ENCOUNTERED, AND THEIR RESOLUTION, INCLUDINGINCIDENT AND ISSUE TRACKERS.O</p> |     |     |              |          |            |             |

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|-------|-----------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>ASSET LIST &amp; CRITICAL SPARE PARTS INVENTORY: UPDATED RECORDS OF ALLINSTALLED LPG SYSTEM COMPONENTS ALONG WITH THE STATUS AND AVAILABILITYOF CRITICAL SPARE PARTS</p> <p>.O PPM AND CORRECTIVE MAINTENANCE REPORTS: REPORTS FOR ALL PREVENTIVE ANDCORRECTIVE ACTIONS TAKEN, INCLUDING SIGNED CHECKLISTS.O DEW</p> <p>A APPROVED PPM AND CORRECTIVE REPORTS: COPIES OF ALL MAINTENANCEREPORTS APPROVED BY DEWA#S CIVIL DEPARTMENT.O LIFE CYCLE MANAGEMENT</p> <p>REPORTS: PREDICTIVE MAINTENANCE DATA INCLUDINGCOMPONENT CONDITION ANALYSIS, ESTIMATED REMAINING LIFESPAN, ANDRECOMMENDED REPLACEMENT TIMELINES, SUBMITTED QUARTERLY.O MONTHLY</p> <p>REPORTS: SUMMARIZING ALL TASKS PERFORMED, FAULTS RECTIFIED,PARTS REPLACED, AND PENDING ISS</p> <p>UES WITH RECOMMENDATIONS.O ANNUAL REPORT: A COMPREHENSIVE YEAR-END SUMMARY</p> |     |     |              |          |            |             |

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|-------|-----------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | HIGHLIGHTING TOTALWORK EXECUTED, EQUIPMENT CONDITION, CRITICAL SNAGS, AND PERFORMANCEEVALUATION WITH IMPROVEMENT SUGGESTIONS.O MONTHLY COMPLIANCE REPORTS (IF APPLICABLE TO LPG SYSTEMS):O IN SPECTION REPORTS: POST-INSPECTION REPORTS AFTER MAJOR SERVICING ORBREAKDOWNS, INCLUDING FINDINGS, ACTION TAKEN, AND SYSTEM UPGRADERE COMMENDATIONS.O STANDARD OPERATING PROCEDURES (SOPS) & EMERGENCY OPERATING PROCEDURES(EOPS): MAINTAINED ON-SITE FOR REFERENCE AND AU DIT. MUST BE REVIEWEDANNUALLY AND UPDATED AS NEEDED.O ESCALATION MATRIX & EMERGENCY: CONTRACTOR SHALL PROVIDE AN ESCALATIONMATRIX WI TH CONTACT POINTS AND MAINTAIN A LOG OR DASHBOARD OF EMERGENCYCALLS FOR TRANSPARENCY AND MONITORING.DEWA-CONFIDENTIAL# ALL REPORTS S |     |     |              |          |            |             |

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| SL NO | ITEM CODE | SERVICE ID | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | QTY | UOM | BRAND/ORIGIN | WARRANTY | UNIT PRICE | TOTAL PRICE |
|-------|-----------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>HALL BE SUBMITTED IN SOFT COPIES INTO THE SHARE FOLDERSAND UPDATED BY THE CONTRACTOR.4. PENALTIES FOR NON-COMPLIANCETO ENSURE SERVICE RELIABILITY AND ACCOUNTABILITY, THE FOLLOWINGPENALTIES SHALL APPLY FOR FAILURE TO MEET THE AGREED SLA</p> <p>TERMS:NON-COMPLIANCE EVENT #</p> <p>PENALTY #EMERGENCY RESPONSE DELAYED BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM THAT QUARTER#S AMC INVOICE #FAILURE TO COMPLET</p> <p>E PPM WITHIN THE SCHEDULED MONTH #10% DEDUCTION PERMITTED PPM FROM THE QUARTER#S AMC PAYMENT #LATE SUBMISSION OF REPORTS BEYOND THE</p> <p>ALLOWED TIMELINE #2% DEDUCTIONPER REPORT FROM THE MONTHLY OR QUARTERLY INVOICE #FAILURE TO MAINTAIN EMERGENCY CALL TICKET LOG/ESCALA</p> <p>TION MATRIX #5%DEDUCTION FROM QUARTERLY INVOICE #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES IN A QUARTER) #REVIEW</p> |     |     |              |          |            |             |

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|-------|-----------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>OFCONTRACT PER<br/>FORMANCE AND POSSIBLE TERMINATION NOTICE<br/>#5. HEALTH, SAFETY &amp; ENVIRONMENTAL (HSE)<br/>REQUIREMENTS# CONTRACTOR PERSONNEL<br/>SHALL FOLLOW SI<br/>TE-SPECIFIC HSE PROTOCOLS AND BETRAINED IN<br/>HANDLING PRESSURIZED AND FLAMMABLE GAS<br/>SYSTEMS.# THE CONTRACTOR SHALL SUBMIT: O<br/>SAFETY ME<br/>THOD STATEMENTO RISK ASSESSMENTO<br/>EMERGENCY RESPONSE PLAN# ALL WASTE<br/>MATERIALS (E.G., DAMAGED PARTS) MUST BE<br/>DISPOSED OF INACCORDANCE<br/>WITH LOCAL ENVIRONMENTAL LAWS.6. PAYMENT<br/>TERMS# QUARTERLY PAYMENTS SHALL BE MADE<br/>UPON COMPLETION OF SCHEDULEDMAINTENANCE<br/>VISITS AND<br/>SUBMISSION OF DULY SIGNED MAINTENANCE<br/>REPORTS BYTHE DEWA CIVIL<br/>REPRESENTATIVE.DEWA-CONFIDENTIAL#<br/>BREAKDOWN VISITS AND ASSOCIATED WO<br/>RKS SHALL ALSO BE INVOICED<br/>QUARTERLYUNLESS MAJOR WORKS ARE OUTSIDE</p> |     |     |              |          |            |             |

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| SL NO | ITEM CODE | SERVICE ID | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | UOM | BRAND/ORIGIN | WARRANTY | UNIT PRICE | TOTAL PRICE |
|-------|-----------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>THE CONTRACT SCOPE.# ANY ADDITIONAL WORK BEYOND THE SCOPE WILL REQUIRE PRIOR APPROVAL AND A SEPARATE PURCHASE ORDER.7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR SHALL PROVIDE A COMPLIANCE STATEMENT CONFIRMING ADHERENCE TO ALL APPLICABLE STANDARDS AND REGULATIONS.# ANY CHANGE TO THE SCOPE, SERVICE DELIVERY, OR RESOURCE ALLOCATION MUST BE APPROVED BY DEWA BEFORE IMPLEMENTATION.8.SERVICE LEVEL AGREEMENT MATRIX# THE FOLLOWING SERVICE LEVEL AGREEMENT OUTLINES THE MINIMUM PERFORMANCE STANDARDS, RESPONSE TIMELINES, AND ESCALATION PROCEDURES THE CONTRACTOR MUST ADHERE TO THROUGHOUT THE AMC PERIOD.SLA CATEGORY #KPI / REQUIREMENT #PERFORMANCE TARGET #EMERGENCY RESPONSE TIME #TIME TO RESPOND AND MOBILIZE TO EMERGENCY BREAKDOWN CALLS #WITHIN 2 HOURS OF RECEIVING THE CALL #ON-SITE</p> |     |     |              |          |            |             |

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|-------|-----------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | ATTENDANCE FOR EMERGENCIES #ARRIVAL AND COMMENCEMENT OF EMERGENCY REPAIR WORK #WITHIN 2 HOURS, 24/7/365 #COMPLETION TIME FOR MINOR REPAIRS #RESOLUTION OF ISSUES NOT REQUIRING MAJOR PART REPLACEMENT #WITHIN 24 HOURS OF SITE ATTENDANCE #COMPLETION TIME FOR MAJOR REPAIRS #REPAIRS REQUIRING PART REPLACEMENT OR MANUFACTURER COORDINATION |     |     |              |          |            |             |

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### SPECIAL NOTES / INSTRUCTIONS:

Annual Maintenance Contract for LPG System

### STANDARD TERMS & CONDITIONS

- Prices should be 'DDP' delivery duty paid at DEWA stores.
- Quotation to be submitted only in local currency U.A.E Dirhams
- DEWA Standard payment terms is '30 days credit' from the date of acceptance of material

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- 4) 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.
- 5) The offered product and/ or services in the Quotation, shall be conforming and in accordance with DEWA Energy Management Policy & EnMS Manual.
- 6) 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.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**