

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2412600262
DATE : 09.02.2026
REQ No : 1032504117
REQ TITLE : AMC OF CHILLER 1032504117
DELIVERY LOCATION
CLOSING DATE : 13.02.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	RUWAIYAH GARAGE# DEWA-CONFIDENTIAL COMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT DEWA RUWAIYAH GARAGE.#SCOPE OF WORKS:#THE CONTRACT OR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OFCPM SYSTEM INCLUDING SPARES (SUCH AS REPLACEMENT OF SENSORS, MOTORIZEDACTUA TORS AND VALVES (CHILLER & COOLING TOWER), DAMPER ACTUATORS, LEAKDETECTION SENSORS INSIDE CHILLER ROOM, FIELD CONTROLLERS, MODULES,F USES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLERLOGICAL PROGRAMS, DATA PROTECTION RECOVERY, UPGRADING OF SOFTWARE, E TC#)#THIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) IS INTENDED TOENSURE THE RELIABLE, EFFICIENT, AND CONTINUOUS OPERATION OF THE CHILLERPLANT MANAGER (CPM) SYSTEM. THE AMC COVERS PREVENTIVE AND CORRECTIVEMAINTENANCE SERVICES,	4	JOB				

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			REPLACEMENT OF SPARE PARTS, AND SOFTWARE UPGRADE TO MAINTAIN SYSTEM PERFORMANCE, EXTEND EQUIPMENT LIFESPAN, AND IMPROVE ENERGY EFFICIENCY. #AMC INCLUDES CHECKING OF ANY ISSUES OF THE CONTROL WIRING INSIDE THE DDC OUTSTATION PANELS. #CONTRACTOR SCOPE INCLUDES VALIDATION OF CPM FIELD SENSORS AND ITS READINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IF THE READINGS DEVIATION, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE. #ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE INCLUDED A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY. #THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY. #DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE MORE MANPOWER TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER						

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			<p>THE DEWA SCHEDULE.#THE CONTRACTOR SHALL DEPLOY THE SKILLED TECHNICIANS TO CARRY OUT THE MAINTENANCE WORK.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF THE EQUIPMENT/SYSTEM AT ANYTIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24HOURS EMERGENCY CALL OUT SYSTEM AVAILABLE 7 DAYS A WEEK ALL YEAR ROUND.RESPONDING TIME TO BREAKDOWN CALLS IS WITHIN 30 MINUTES AFTER RECEIPT OF NOTIFICATION AS PER BELOW TWO SLA CONDITIONS.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN PRESENCE/ SUPERVISION OF COMPETENT SUPERVISOR.#PPM ACTIVITIES TO BE CARRIED OUT AS PER THE DEWA CHECK LIST.#PPM REPORTS SOFT COPY TO BE SUBMITTED BEFORE 10TH OF EVERY MONTH ALONG WITH DETAILS (ASSET NUMBER, MODEL NUMBER, SERIAL NUMBER, DATE, QUANTITY & QUARTER, MAJOR/MINOR)</p>						

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			AFTER VERIFICATION OF DEWA CONCERN SUPERVISOR.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FORFORWARDING AND REGISTERINGCOMPLAINTS.1.#CONTRACTORS SUBMIT THEIR OWN CHECK LIST FOR THE CORRECTIVEMAINTENANCE AND CONSUMABLE ITEMS TO BEMENTIONED FOR DEWA VERIFICATION AND RECORD.1.#CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKINGDAYS WITH THEIR OWN SERVICE REPORTTO DEWA SUPERVISOR FOR VERIFICATION AND RECORD.1.#ALL CONTRACTORS TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILYBASIS BEFORE COB.2.#RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTEDBEFORE PROCEEDING WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.3.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.4.#MINIMUM						

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			<p>4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIED OUT YEARLY.5.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMC TENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILL EVALUATE SNAGS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD PARTY AND THE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT.6.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER</p> <p>#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICE TO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORK DONE AT SITE AND APPLICABLE DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VERIFICATION</p>						

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			<p>AND CONFIRMATION.7.#IN CASE OF UNSATISFACTORY PERFORMANCE, THE LPO WILL BE CANCELLEDGIVING 15 DAYS# NOTICE8.#CONTACT PERSON FOR SITE VISIT MR . AKBAR ALI: 052 8682151(AKBAR.ALI@DEWA.GOV.AE) AND MR. MOHIDEEN: 055 3810513, 04 3227879(MOHIDEEN.ESMAIL@DEWA.GOV.AE).24. PREVENTIVE MAINTENANCE.#CARRY OUT QUARTERLY PREVENTIVE MAINTENANCE VISITS AS PER DEWASCHEDULE THROUGHOUT THE CONTRACT PERIOD..#INSPECT AND CLEAN ALL CONTROL PANELS, ENSURING THE TIGHTNESS OFELECTRICAL CONNECTIONS AND REMOVAL OF DUST..#VERIFY THE OPERATION OF ALL SENSORS, FIELD DEVICES, CONTROLLERS,COMMUNICATION MODULES, AND GATEWAYS..#CHECK AND TEST CONTROL SEQUENCES FOR CHILLERS, CONDENSER WATER PUMPS ,CHILLED WATER PUMPS, AND COOLING TOWERS</p>						

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			<p>INTEGRATED WITHIN THE CHILLERPLANT MANAGER..#VERIFY COMMUNICATION INTEGRITY BETWEEN CHILLER PLANT MANAGER,CONNECTED EQUIPMENT, AND BUILDING MANAGEMENT SYSTEM (BMS).DEWA-CONFIDENTIAL.#CALIBRATE TEMPERATURE SENSORS, PRESSURE SENSORS, FLOW METERS, ANDENERGY METERS, PROVIDING CALIBRATION CERTIFICATES IF REQUIRED..#PERFORM SIMULATION TESTS ON ALARM POINTS TO VERIFY FUNCTIONALITY ANDRESPONSIVENESS..#CHECK AND VERIFY TIME SCHEDULES AND PID PARAMETERS FOR OPTIMIZATION..#INSPECT AND UPDATE F IRMWARE/SOFTWARE OF CONTROLLERS IF REQUIRED ANDAPPROVED BY DEWA.25. CORRECTIVE MAINTENANCE.#PROVIDE UNLIMITED BREAKDOWN AND CORRECTI VE MAINTENANCE VISITSTHROUGHOUT THE CONTRACT PERIOD..#THE CONTRACTOR SHALL RESPOND TO EMERGENCY CALLS PROMPTLY TO MINIMIZEDOWNTIME,</p>						

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			<p>IN COMPLIANCE WITH DEWA SLA REQUIREMENTS..#DIAGNOSE FAULTS AND RESTORE SYSTEM FUNCTIONALITY PROMPTLY, INCLUDING SOFTWARE TROUBLESHOOTING, HARDWARE REPLACEMENT, AND RECONFIGURATION OF DEVICES..#REPAIR OR REPLACE DEFECTIVE PARTS, CONTROLLERS, COMMUNICATION MODULES, OR SENSORS UPON DEWA APPROVAL..#MAINTAIN SYSTEM INTEGRITY DURING CORRECTIVE ACTIONS TO AVOID DISRUPTIONS TO CHILLER PLANT OPERATIONS.26.</p> <p>SYSTEM OPTIMIZATION..#ANALYSE SYSTEM TRENDS AND OPERATIONAL DATA TO IDENTIFY INEFFICIENCIES..#FINE-TUNE CONTROL STRATEGIES FOR OPTIMIZED CHILLER SEQUENCING, PUMP STAGING, AND TOWER FAN OPERATION TO REDUCE ENERGY CONSUMPTION..#REVIEW SETPOINTS AND CONTROL LOGIC WITH DEWA ENGINEERS PERIODICALLY FOR CONTINUOUS IMPROVEMENT..#PROVIDE RECOMMENDATIONS FOR ADVANCED STRATEGIES</p>						

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			<p>SUCH AS DEMANDLIMITING, DELT A-T OPTIMIZATION, AND PEAK LOAD MANAGEMENT IF FEASIBLEWITHIN EXISTING SYSTEMS.27. REPORTING AND DOCUMENTATION.#SUBMIT PREVENTIVE MAI NTENANCE REPORTS AFTER EACH VISIT, DETAILING:..#ACTIVITIES CARRIED OUT.#OBSERVATIONS AND FINDINGS.#SYSTEM PERFORMANCE STATUS.#RECOMME NDATIONS FOR CORRECTIVE ACTIONS (IF REQUIRED).#MAINTAIN BREAKDOWN LOGS WITH DETAILS OF FAULTS, CORRECTIVE ACTIONS,AND PARTS REPLACED ..#PROVIDE MONTHLY SUMMARY REPORTS TO DEWA, HIGHLIGHTING SYSTEM HEALTH,FAULTS ATTENDED, AND RECOMMENDATIONS..#SUBMIT AN ANNUAL COMPR EHENSIVE SYSTEM HEALTH REPORT WITH TRENDANALYSIS AND IMPROVEMENT SUGGESTIONS.28. TRAINING AND TECHNICAL SUPPORT.#PROVIDE PERIODIC TR AINING TO DEWA OPERATIONS STAFF ON MONITORING THECHILLER PLANT MANAGER,</p>						

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			<p>UNDERSTANDING ALARMS, TREND ANALYSIS, AND BASIC TROUBLESHOOTING..#PROVIDE REMOTE TECHNICAL SUPPORT DURING WORKING HOURS FOR MINOR CONFIGURATION AND MONITORING ASSISTANCE..#CONDUCT REFRESHER TRAINING ANNUALLY OR UPON REQUEST TO ENSURE KNOWLEDGE RETENTION.29. SPARE PARTS COVERAGE (COMPREHENSIVE AMC).#REPLACEMENT OF CRITICAL SPARE PARTS AT NO ADDITIONAL COST DURING AMCPERIOD, INCLUDING BUT NOT LIMITED TO:..#MAIN CONTROLLERS..#/O MODULES AND EXPANSION CARDS..</p> <p>#POWER SUPPLY MODULES..#NETWORK CARDS AND COMMUNICATION MODULES..#FIELD SENSORS AND ACTUATORS..#ONLY OEM-APPROVED SPARE PARTS WILL BE USED..#MINIMUM SPARE STOCK TO BE MAINTAINED FOR QUICK REPLACEMENT.30. SOFTWARE & SYSTEM UPGRADATION..#PROVISION OF PERIODIC SOFTWARE UPDATES, PATCHES, AND BUG</p>						

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			FIXES..#FIRMWARE UPGRADES FOR CPM CONTROLLERS AND PERIPHERAL DEVICES..#ENHANCEMENTS FOR COMPATIBILITY WITH THE LATEST OPERATING SYSTEMS AND IT INFRASTRUCTURE..#DATABASE BACKUP, RESTORATION, AND MIGRATION SUPPORT..#CYBERSECURITY UPDATES, INCLUDING PATCHES TO ADDRESS VULNERABILITIES..#SOFTWARE CUSTOMIZATION FOR REPORTING, ENERGY ANALYTICS, AND BMSINTEGR						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

COMPREHENSIVE AMCCOMPREHENSIVE AMC OF CHILLER PLANT MANAGER AT DEWA RUWAIYAH GARAGE for more information contact : Mohideen - Phone : 553810513 Site Visit Date <(>&<)> Time : 08/09/2025 9:00 Payment Terms : Payments of the contract will be paid after carrying out preventive maintenance service and completion of 3 months (Quarterly basis).

STANDARD TERMS & CONDITIONS

1) Prices should be 'DDP' delivery duty paid at DEWA stores.

MATERIAL AND OR SERVICE PROVIDED TO DEWA SHOULD PREFERABLY BE ENERGY EFFICIENT AND ENVIRONMENT FRIENDLY.

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- 2) Quotation to be submitted only in local currency U.A.E Dirhams
- 3) DEWA Standard payment terms is '30 days credit' from the date of acceptance of material
- 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