

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2412601215
DATE : 21.07.2026
REQ No : 1032602852
REQ TITLE : Comprehensive Annual
DELIVERY LOCATION
CLOSING DATE : 27.07.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	COMPREHENSIVE ANNUAL MAINTENANCE OF AIR-COOLED CHILLERS AT AL HUDAIBAHCHC#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRAC T (AMC) FOR THE CHILLERSYSTEM OUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE ANDSERVICING OF THE RELATED EQUIPMENT AND SYSTEM S. THIS AGREEMENT ISBETWEEN DUBAI ELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICEPROVIDERS.THE AMC ENSURES THAT SERVICES ARE PROV IDED THROUGHOUT THE ONE-YEARCONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE REGULARLYMAINTAINED, MINIMIZING DOWNTIME, AND ACHIEVING OPTIMAL PERFORMANCE INLINE WITH DEWA#S OPERATIONAL AND SAFETY STANDARDS. THE CONTRACT COVERSPLANNED PREVENTIVE MAINTENANC E, CORRECTIVE MAINTENANCE, AND EMERGENCYRESPONSE AS REQUIRED, ENSURING	4	JOB				

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			THE RELIABLE AND EFFICIENT OPERATION OF THE CHILLER SYSTEMS ACROSS THE DESIGNATED DEWA FACILITIES. THROUGH THIS AMC, DEWA AIMS TO ENHANCE ASSET LIFE, IMPROVE ENERGY EFFICIENCY, AND MAINTAIN INDOOR ENVIRONMENTAL QUALITY TO SUPPORT THE AUTHORITY'S SUSTAINABILITY OBJECTIVES. THE SERVICE CONTRACTOR SHALL ADHERE STRICTLY TO THE SCOPE, SCHEDULES, AND PERFORMANCE STANDARDS DEFINED IN THIS CONTRACT, ENSURING THAT ALL MAINTENANCE ACTIVITIES ARE DOCUMENTED AND REPORTED FOR VERIFICATION AND COMPLIANCE. #SCOPE OF WORK 1. #THE CONTRACTOR IS REQUIRED TO QUOTE THE LUMP SUM PRICE FOR COMPREHENSIVE ANNUAL MAINTENANCE OF AIR-COOLED CHILLERS INCLUDING OVERHAULING OF COMPRESSOR AND SPARE PARTS AS WELL. 2. #THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY. 3. #THE						

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			CONTRACTOR TO PERFORM PPM ACTIVITIES AS PER THE BELOW DEWA CHECKLIST.4.#THE SPARE PARTS REQ UIRED BY THE CONTRACTOR TO CARRY OUT THERECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST & BEFORE THEACTIVITY STARTS ON THE EQUIPMENT.5.#IF THE CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING TO KEEPTHE EQUIPMENT DOWN TIME TO MINIMUM, THE SPARE PARTS M UST BE KEPT IN APROPER PLACE & STORED CORRECTLY AND IN A PROPER PLACE WITHIN THEBUILDING PREMISES TO PREVENT ANY DAMAGE OR WARE OR E XPOSURE TO ANYELEMENT THAT CAN CAUSE A DAMAGE TO THE SPARE PART.DEWA-CONFIDENTIAL1.#THE SPARE PARTS PROVIDED BY THE CONTRACTOR MUST BE GENUINE SPARESFROM OEM OR OEM RECOMMENDED VENDORS AND APPROVED BY DEWA ENGINEERS.2.#DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE S						

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			UFFICIENT MANPOWER TO CARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWA SCHEDULE WITHOUT DELAY.3.#ALL THE MATERIALS THAT WILL BE PROVIDED BY THE CONTRACTOR FOR USE IN ANY ACTIVITY RELATED TO THIS AMC SCOPE OF WORK MUST BE CONFIRMED AND APPROVED PRIOR BY DEWA ENGINEERS AND AS PER THE LATEST STANDARDS APPROVED AND IMPLEMENTED IN DEWA.4.#IT#S MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS AMC CONTRACT TO TAKE ALL PRECAUTIONS AND SAFETY MEASURES WHEN CARRYING OUT ANY KIND OF ACTIVITY RELATED TO THIS AMC S COPE OF WORK.5.#IT#S MANDATORY FOR THE CONTRACTOR WHO WILL ACCEPT & SIGN THIS ANNUAL MAINTENANCE CONTRACT TO CARRY OUT ANY ACTIVITY RELATED TO THIS CONTRACT SCOPE OF WORK IN WAY THAT MUST NOT CAUSE ANY DAMAGE, FAILURE, WARE, BREAKDOWN AND MALFUNCTION						

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			TO ANY OF THE EX ISTING EQUIPMENT/ STRUCTURE OR ANY PROPERTIES OF DEWA.6.#THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY AND PROVIDE KNOWLED GEABLE & PROFESSIONAL AC TECHNICIANS FOR CARRYING OUT THE MAINTENANCE WORK & ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT.7.#ALL THE TECHNICAL PERSONALS PROVIDED BY THE CONTRACTOR WHO SIGNED & ACCEPTED THIS AMC SHALL BE APPROVED BY DEWA ENGINEERS RESPONSIBLE FOR THE RELATED SCOPE OF WORK.8.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RESPONSE TO ANY EMERGENCY CALL OR BREAKDOWN CALL RE LATED TO ANY EQUIPMENT FALLING UNDER THIS CONTRACT WITHIN 30 MINUTES AFTER THE RECEIPT OF THE NOTIFICATION AS PER THE TWO SLA CONDITIO NS MENTIONED IN THIS CONTRACT.9.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS						

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			AMC MUST RECEIVE EMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THE EXPIRY OF THIS AMC.10.#IF DEWA DECIDED TO RENEW THE ANNUAL MAINTENANCE CONTRACT WITH THE SAME CONTRACTOR FOR THE NEXT YEAR, THE EXISTING CONTRACTOR MUST CONTINUE TO FOLLOW THE TERMS MENTIONED IN THIS CONTRACT UNTIL THE NEW CONTRACT IS ACCEPTED & SIGNED.11.#SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF THE EQUIPMENT/SYSTEM AT ANY TIME OF THE DAY OR NIGHT, YOU WILL RESPOND TO OUR REQUEST WITH YOUR 24 HOURS 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.DEWA-CONFIDENTIAL1.#THE CONTRACTOR WHO AGREES & SIGNED THIS AMC MUST PROVIDE						

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			COMPETENT SUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THE EQUIPMENT UNDER THIS CONTRACT. FAILING TO PROVIDE A COMPETENT SUPERVISOR TO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPH WILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BE APPROVED OR REJECTED. (PENALTY WILL BE APPLIED FOR NOT PROVIDING SUPERVISOR TO SUPERVISE THE MAINTENANCE ACTIVITY.) 2.#DEWA HAS THE RIGHT TO REQUEST A COMPREHENSIVE REPORT FOR ANY ACTIVITY CARRIED OUT BY THE CONTRACTOR TO THE EQUIPMENT FALLING UNDER THIS CONTRACT. THE REPORT MUST BE PRESENTED & SUBMITTED WITH SUFFICIENT INFORMATION, PICTURES, AND VIDEO S OF THE WORK PROCESS AND PROCEDURES CARRIED OUT. 3.#ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/SUPERVISION OF A CO						

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			MPETENT SUPERVISOR.4.#ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES & SIGNSTHIS AMC MUST BE CARRIED OUT AS PER THE APP ROVED DEWA CHECK LIST GIVENBY THE APPOINTED DEWA SUPERVISOR.5.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST INCLUDE & SUBMITTHEIR OWN WORK CHECK LIST FOR EVALUATION & VERIFICATION BY DEWA ONQUARTERLY BASIS.6.#PPM REPORTS WITH THEIR OWN CHECK LIST AND DEWA CHECK LIST AS WELL ONA QUARTERLY BASIS FOR OUR VERIFICATION.7.#THE CONTRACTOR WHO AGREES & SIGNS THIS CONTRACT IS REQUIRED TOCONDUCT A SI TE VISIT EVERY MONTH TO CHECK THE CHILLERS# CONDITION,CHILLERS OPERATION & TO CONDUCT A PERFORMANCE EVALUATION FOR THECHILLERS AT TH E SITE. IN ADDITION TO REPORT ANY ALARMS OR CRITICALTRENDS RELATED TO THE CHILLER#S OPERATION OR THE HEALTHINESS CONDITIONOF						

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			THE EQU IPMENT TO DEWA APPOINTED SUPERVISOR. A REPORT MUST BESUBMITTED AFTER THE MONTHLY SITE VISIT INSPECTION AND EVALUATIONCOMPLETED TO DE WA APPOINTED SUPERVISOR WITH ALL THE FINDINGS,RECOMMENDATION, CORRECTIVE ACTIONS, ETC. #8.#THE CONTRACTOR WHO AGREES & SIGNS THIS AM C MUST CARRY OUT CONDENSERCOILS WASHING AND CLEANING AT LEAST ONCE A MONTH OR AS PER SITEREQUIREMENT OR AS REQUESTED BY THE APPOINTE D DEWA SUPERVISOR. THEWASHING AND CLEANING MUST CARRY OUT IN ACCORDANCE TO THE OEM STANDARDSAND RECOMMENDATIONS. PICTURES OF THE CON DENSER#S COILS BEFORE AND AFTERTHE CLEANING MUST BE SUBMITTED TO THE APPOINTED DEWA SUPERVISORRESPONSIBLE FOR THE SITE. IN CASE THE CONTRACTOR DIDN#T FOLLOW THE OEMSTANDARDS AND RECOMMENDATION DEWA						

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			PRESERVE THE RIGHT TO REQUEST THE CONTRACTOR TO REPEAT THE WASHING AND THE CLEANING OF THE CONDENSER COILS AS PER THE OEM RECOMMENDATION TILL SATISFACTORY.9.#CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CAL L CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS.DEWA-CONFIDENTIAL1.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST SUBMIT THEIR CORRECTIVE MAINTENANCE CHECK LIST AND CONSUMABLE MATERIALS OR ITEMS LIST TO DEWA ENGINEERS FOR EVALUATION AND APPROVAL.2 .#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PROVIDE VALID CALIBRATION CERTIFICATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENT USED IN MAINTENANCE ACTIVITY OR ANY CALIBRATION DEVICES USED IN MAINTENANCE ACTIVITY SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETER						

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			ERS ETC...3.#ALL CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREEWORKING DAYS ALONG WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FORVERIFICATION AND RECORD.4.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PREPARE AND SUBMITRISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN BEFORE PROCEEDINGWITH WORK, SUCH AS MAJOR PPM AND CORRECTIVE MAINTENANCE.5.#THE CONTRACT PERIOD WILL ST ART FROM THE DATE OF THE FIRST SER						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance of Air-Cooled Chillers at Al Hudaibah

CHC

Contact : Mohideen / 553810513

Site Visit Date <(>&<)> Time: 25/06/2026

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

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Payment Terms: Every three months (Quarterly basis)

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