REQUEST FOR QUOTATION
LOCAL PURCHASE SECTION

RFQ NUMBER : 2412602092

DATE : 23.11.2026

REQ No : 1032604873

REQ TITLE : Comprehensive AMC

DELIVERY LOCATION

CLOSING DATE : 26.11.2026

CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	COMPREHENSIVE AMC FOR COOLING TOWERS AT BMC BUILDING.A.#INTRODUCTIONTHIS COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR THE COO LINGTOWER SYSTEM OUTLINES THE TERMS AND CONDITIONS FOR THE MAINTENANCE ANDSERVICING OF THE RELATED EQUIPMENT AND SYSTEMS. THIS AGREE MENT ISBETWEEN DUBAI ELECTRICITY AND WATER AUTHORITY (DEWA) AND SERVICEPROVIDERS.THE AMC ENSURES THAT SERVICES ARE PROVIDED THROUGHO UT THE ONE-YEARCONTRACT TERM, ENSURING THAT ALL EQUIPMENT AND SYSTEMS ARE REGULARLYMAINTAINED, MINIMIZING DOWNTIME, AND ACHIEVING OP TIMAL PERFORMANCE INLINE WITH DEWA#S OPERATIONAL AND SAFETY STANDARDS. THE CONTRACT COVERSPLANNED PREVENTIVE MAINTENANCE, CORRECTIVE MAINTENANCE, AND EMERGENCYRESPONSE AS REQUIRED, ENSURING THE RELIABLE AND EFFICIENT OPERATION OFTHE COOLING TOWER	4	JOB				

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			SYSTEMS ACROSS TH E DESIGNATED DEWA FACILITIES.THROUGH THIS AMC, DEWA AIMS TO ENHANCE ASSET LIFE, IMPROVE ENERGYEFFICIENCY, AND MAINTAIN INDOOR ENVIRO NMENTAL QUALITY TO SUPPORT THEAUTHORITY#S SUSTAINABILITY OBJECTIVES. THE SERVICE CONTRACTOR SHALLADHERE STRICTLY TO THE SCOPE, SCHED ULES, AND PERFORMANCE STANDARDSDEFINED IN THIS CONTRACT, ENSURING THAT ALL MAINTENANCE ACTIVITIES AREDOCUMENTED AND REPORTED FOR VER IFICATION AND COMPLIANCE.B.#SCOPE OF WORK:1.#THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR COMPREHENSIVEAMC OF COOLING TOWE RS AND SIDE STREAM WITH SPARE PARTS (SUCH ASREPLACEMENT OF ALL TYPES OF BUTTERFLY VALVE, GATE VALVE, EQUALIZERVALVE, FLOOD SWITCH, F LOOD VALVE, BELTS, FILTRATION SYSTEM FILTERS,WATER LEVEL SENSORS, CONTROL						

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			SWITCH, NOZZLE SPRAY, FAN MOTOR, GEAR BOX,FAN BLADES, FAN REDUCER, BEARING ASSEMBLY SET, CONTROL PANEL, PAINTING,COOLING TOWER BASIN ETC..)2.#THE QUOTATION WILL BE SUBMITTED AS PER DEWA SPEC IFICATION AND SURVEYONLY.3.#THE CONTRACTOR IS REQUIRED TO CONDUCT A SITE VISIT EVERY MONTH TOCHECK & INSPECT THE CONDITION AND THE P ERFORMANCE OF THE COOLING TOWERS& THE COOLING TOWERS WATER BASINS, SITE STREAM FILTRATION SYSTEM. THEINSPECTION MUST INCLUDE INSPECT ING THE COOLING TOWERS# CLEANLINESS,HEALTHINESS, CONDITION AND THE SYSTEM PERFORMANCE OF THE EQUIPMENT. INADDITION TO CARRY OUT COOL ING TOWERS CLEANING IF NEEDED OR REQUESTED BYDEWA SUPERVISOR RESPONSIBLE FOR THE SITE.4.#THE CONTRACTOR MUST SUBMIT A DETAILED REPOR T AFTER CONDUCTINGCOOLING TOWERS					

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			INSPECTION AND CLEANING TO THE IN-CHARGE SUPERVISOR OFTHE SITE.5.#THE REPORT MUST INCLUDE SUFFICIEN T INFORMATION DESCRIBING ANY KINDOF DEFECTS, DAMAGE OR WARE TO THE EQUIPMENT THAT CAN CAUSE LESSPERFORMANCE IN OPERATING THE EQUIPME NT. IN ADDITION, PICTURES & VIDEOSFOR THE INSPECTION AND THE CLEANING ACTIVITY TO THE EQUIPMENT.6.#THE SPARE PARTS REQUIRED BY THE C ONTRACTOR TO CARRY OUT THERECTIFICATION OR MAINTENANCE ACTIVITY MUST BE ARRANGED AT THE EARLIEST &BEFORE THE ACTIVITY STARTS ON THE EQUIPMENT IN ORDER TO REDUCE THEDOWNTIME OF THE EQUIPMENT.7.#IF THE CONTRACTOR SHOULD KEEP SPARE PARTS IN THE BUILDING TO KEEPTHE EQ UIPMENT DOWN TIME TO MINIMUM, THE SPARE PARTS MUST BE KEPT IN APROPER PLACE & STORED CORRECTLY AND IN A PROPER PLACE WITHIN THEBUILD						

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			ING PREMISES TO PREVENT ANY DAMAGE OR WARE OR EXPOSURE TO ANYELEMENT THAT CAN CAUSE A DAMAGE TO THE SPARE PART.8.#THE SPARE PARTS PR OVIDED BY THE CONTRACTOR MUST BE GENUINE SPARESFROM OEM OR OEM RECOMMENDED VENDORS AND APPROVED BY DEWA ENGINEERS.9.#THE CONTRACTOR WHO ACCEPTS & SIGNS THIS AMC HAS INSPECTED,MAINTAINED AND REPAIRED THE COOLING TOWERS RELATED EQUIPMENT SUCH ASVFD, PLC AND CONTROL PANELS. IN ADDITION, TO REPORT ANY ISSUE IN THISEQUIPMENT THAT CAN CAUSE OPERATION INTERRUPTION, PROPER PERFORMANCE ORUNEXPECTED FAI LURE & SHUTDOWNS TO THE SITE SUPERVISOR.10.#DURING PPM ACTIVITIES CONTRACTOR TO PROVIDE SUFFICIENT MANPOWER TOCARRY OUT PREVENTIVE M AINTENANCE AND TO BE COMPLETED AS PER THE DEWASCHEDULE WITHOUT DELAY. (IN CASE THE CONTRACTOR FAILS TO COMPLETE THEJOB AS						

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			PER GIVEN AND AGREED SCHEDULE, THEN CONTRACTOR IS LIABLE TO PAYPENALTY AS PER THE PENALTY CLAUSE.)11.#ALL THE MATERIALS THAT WILL BE PROVIDED BY THE CONTRACTOR FOR USEIN ANY ACTIVITY RELATED TO THIS AMC SCOPE OF WORK MUST BE CONFIRMED ANDAPPROVED PRIOR BY DEWA ENGINEERS AND AS PER THE LATEST STANDARDSAPPROVED AND IMPLEMENTED IN DEWA.12.#ALL PPM ACTIVITIES CARRIED OUT BY THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST BE CARRIED OUT AS PER THE APPROVED DEWA CHECK LIST GIVENBY THE APPOINTED DEWA SUPERVISOR.13.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST INCLUDE & SUBMITTHEIR OWN WORK CHECK LIST FOR EVALUATION & VERIFICATION BY DEWA ONQUARTERLY BASIS.14.#CONTRAC TOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWAFOR FORWARDING AND						

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			REGISTERING COMPLAINTS.15.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST SUBMIT THEIRCORRECTIVE MAINTENANCE CHECK LIST AND CONSUMABLE MATERIALS OR ITEMS LISTTO DEWA ENGINEERS FOR EVALUA TION AND APPROVAL.16.#ALL CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREEWORKING DAYS ALONG WITH THEIR OWN SERVICE REPOR T TO DEWA SUPERVISOR FORVERIFICATION AND RECORD.17.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PROVIDE VALIDCALIBRATION CERTIFI CATES FOR ALL MEASURING INSTRUMENTATION, EQUIPMENTUSED IN MAINTENANCE ACTIVITY, OR ANY CALIBRATION DEVICES USED INMAINTENANCE ACTIVI TY SUCH AS MANIFOLD GAUGE, CLAMP METER AND MULTIMETERS ETC...18.#THE CONTRACTOR WHO AGREES & SIGNS THIS AMC MUST PREPARE AND SUBMITR ISK ASSESSMENT, METHOD OF STATEMENT AND					

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			ACTION PLAN BEFORE PROCEEDINGWORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE.19.#ITS MANDATORY FOR THE CONTRACTOR WHO ACCEPT & SIGN THIS ANNUALMAINTENANCE CONTRACT TO CARRIED OUT ANY ACTIVITY RELATED TO THISCONTRACT SCOPE OF WO RK IN WAY THAT MUST NOT CAUSE ANY DAMAGE, FAILURE,WARE, BREAKDOWN AND MALFUNCTION TO ANY OF THE EXISTING EQUIPMENT/STRUCTURE OR ANY PROPERTIES OF DEWA.20.#THE CONTRACTOR WHO ACCEPTS AND SIGNS THIS AMC MUST DEPLOY ANDPROVIDE KNOWLEDGEABLE & PROFESSIONAL TECHNICIANS FOR CARRYING OUT THEMAINTENANCE WORK & ANY RELATED MAINTENANCE ACTIVITY TO THE EQUIPMENT.21.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RESPONSE TO ANYEMERGENCY CALL OR BREAKDOWN CALL RELATED TO ANY EQUIPMENT FALLING UNDERTHIS CONTRACT WITHIN 30 MINUTES						

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			AFTER THE RECEIPT OF THE NOTIFICATION ASPER THE TWO SLA CONDITIONS MENTIONED IN THIS CONTRACT.22.#THE CONTRACTOR WHO AGREES & SIGNED THIS AMC MUST PROVIDE COMPETENTSUPERVISOR TO SUPERVISE ALL MAINTENANCE ACTIVITIES RELATED TO THEEQUIPMENT UNDER THIS CONTRACT. FAIL ING TO PROVIDE A COMPETENT SUPERVISORTO SUPERVISE ANY MAINTENANCE ACTIVITIES AS MENTIONED IN THIS PARAGRAPHWILL SUBJECT THE WORK TO BE UNDER EVALUATION BY DEWA ENGINEERS TO BEAPPROVED OR REJECTED.23.#THE CONTRACTOR WHO ACCEPTS & SIGNS THIS AMC MUST SUBMIT THEQUART ERLY STATUS REPORT FOR BUILDING COOLING TOWERS SYSTEMS TO THE SITESUPERVISOR. THE REPORT MUST INCLUDE ALL THE INFORMATION RELATED TO THECURRENT CONDITION OF THE EQUIPMENT, ANY CORRECTIVE REPAIR OR MAINTENANCEREQUIRED AND RECOMMENDATION						

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			FOR EQUIPMENT REPLACEMENT IF NEEDED.24.#BUILDING MAINTENANCE CONTRACT TO BE HANDED OVER AFTER THE AMCTENURE IF THE AMC AWARDED TO ANOTHER PARTY FOR UPCOMING YEA R WITHPRESENCE OF DEWA SUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWASUPERVISOR WILL EVALUATE SNAGS WHICH IS VALID OR INVALI D, IF FAILED TOCLEAR THE SNAGS AS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGHTHIRD PARTY AND THE RESPECTIVE COST SHALL BE D EDUCTED FROM PAYMENT.25.#THE CONTRACT CAN BE TERMINATED BY EMPLOYER#S CONVENIENCE WITH SEVENDAYS WRITTEN NOTICE TO THE CONTRACTOR WI THOUT EXPLAINING ANY REASON FORTERMINATION. THE CONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORKDONE AT SITE AND APPLICABLE D UE PAYMENT WILL BE RELEASED BASED ONEMPLOYER VERIFICATION AND					

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			CONFIRMATION.26.#THE CONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/VISIT.27.#THE CONTRACTOR WHO ACCEPTS AND SIGNED THIS AMC MUST RECEIVEEMERGENCY CALLS FROM THE CLIENT 24/7 AND ALL THE YEAR ROUND TILL THEEXPIRY OF THIS AMC.28.#IF DEWA DECIDED TO RENEW THE ANNUAL MAINTENANCE CONTRACT WITH THESAME CONTRACTOR FOR THE NEXT Y EAR, THE EXISTING CONTRACTOR MUST CONTINUETO					

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive AMC

for Cooling Towers at BMC Building.

Contact: Mohideen/ 553810513

Payment: Quarterly basis

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Site Visit: 12.10.2026 @10:00

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.