

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2412500648
DATE : 22.04.2025
REQ No : 1032500679
REQ TITLE : 1-COMPREHENSIVE ANNUAL
DELIVERY LOCATION
CLOSING DATE : 25.04.2025
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 OF BUILDING MANAGEMENT SYSTEM (BMS) ATRUWAIYAH GARAGE. A. SCOPE OF WORK: - THE CONTRACTOR IS REQUIRED TO QUOTE LUMP SUM PRICE FOR MAINTENANCE OF BMS SYSTEM INCLUDING ALL SPARE PARTS (SUCH AS REPLACEMENT OF DEFECTIVE SENSORS, ACTUATOR MOTOR WITH VALVES FOR CHILLER & COOLING TOWER, LEAK DETECTION SENSOR, FCU & VAV CONTROLS, DAMPER ACTUATORS, FIELD CONTROLLERS, MODULES, FUSES, RELAYS, BREAKERS INSIDE THE DDC OUTSTATION, DDC CONTROLLER LOGICAL PROGRAMS, DATA PROTECTION RECOVERY, TEMPERATURE AND RELATIVE HUMIDITY SENSORS, DIFFERENTIAL AIRFLOW SWITCH, WATER METERS, BTU METERS, HUMIDITY, CO2, MOTION SENSORS, AND ANY OTHER ENVIRONMENTAL SENSORS & RECTIFICATION OF COMMUNICATION CABLES AND LOOPING#S AND UPGRADING OF SOFTWARE, ANTIVIRUS ETC#)	4	JOB				

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			SUMMARY OF SCOPES SR. NO P REVENTIVE MAINTENANCE SERVICES 1.1MONTHLY SITE INSPECTION & FUNCTIONALITY TEST TO BE PERFORM INCLUDED 1.2MONTHLY FINE TUNING (CONTRO LLER AND SOFTWARE PARAMETERS) INCLUDED 2CORRECTIVE MAINTENANCE 2.1 SPARE PARTS AND CONSUMABLES ITEMS INCLUDED2.2 REPAIRING SERVICES INCLUDING CONTROL WIRINGS AND DDC PANELS INCLUDED2.3 DATA PROTECTION/RECOVERY INCLUDED 2.4 SOFTWARE PATCH UPDATES WITHLATEST VERSION INCLUDED 2.5 SOFTWARE UPGRADES WITH LATEST VERSIONINCLUDED 2.6 REPAIRING OF BMS PC HARDWARE INCLUDED 3 PERFORMANCE SERVICES 3.1 CALI BRATION OF CO, TEMPERATURE AND RELATIVE HUMIDITYSENSORS INCLUDED 3.2 EMERGENCY INTERVENTION (UNLIMITED) INCLUDED 3.3ENERGY PERFORMAN CE & SUSTAINABILITY SERVICES WITH MONTHLY REPORTSINCLUDED 3.4 RESPONSE TIME AS PER						

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			<p>SLA 4 OTHER SERVICES 4.1 NAVIGATOR -ADVANCE INCLU DED 4.2 MIGRATION OF THE SOFTWARE FROM OLD COMPUTER TO NEWCOMPUTER INCLUDED 4.3 ANTIVIRUS / FIREWALLS INCLUDED # THE QUOTATIONSHALL BE SUBMITTED AS PER DEWA SPECIFICATION AND SURVEY ONLY. # THECONTRACT PERIOD WILL START FROM THE DATE OF FIRST SERVICE/ VISIT. #MINI MUM 4 PPM SERVICES (ONE MAJOR AND THREE MINOR SERVICE) TO BE CARRIEDOUT YEARLY. # MONTHLY INSPECTION, ENERGY PERFORMANCE & SUSTAINAB ILITYSERVICES TO BE CARRIED OUT AND REPORTS TO BE SUBMITTED ALONG WITHOBSERVATION AND RECOMMENDATIONS OF ENERGY SAVINGS ON MONTHLY B ASIS BYBMS ENGINEER. # CONTRACTOR TO PROVIDE TRAINING SESSIONS BY A SPECIALIZEDTRAINER TO DEWA STAFF TO USE THE BMS EFFECTIVELY AND CERTIFICATES TO BEPROVIDED TO DEWA STAFF</p>						

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			<p>ACCORDINGLY. # DURING REGULAR PLANNED PREVENTIVEMAINTENANCE (PPM) AND CORRECTIVE MAINTENANCE, THE BMS COMPONENTS WHICHARE IDENTIFIED AS FAULTY OR SHOWING ABNORMAL OPERATION MUST BE REPLACEDAS PER DEWA SLA CONDITIONS. # DURING PPM AND MONTHLY INSPECTIONACTIVITIES CONTRACTOR TO PROVIDE MINIMUM TWO SKILLED BMS ENGINEERS TOCARRY OUT PREVENTIVE MAINTENANCE AND TO BE COMPLETED AS PER THE DEWASCHEDULE. DEWA-CONFIDENTIAL # PPM REPORTS ALONG WITH QUARTERLY STATUSREPORTS, BMS OVERVIEW AND NEW BMS TRENDS TO BE SUBMITTED ON A QUARTERLYBASIS, AND BMS SYSTEM CONDITIONS AND REQUIRE REPAIRING SUCH AS UPGRADINGOF SOFTWARE, SENSOR REPLACEMENT TO BE SUBMITTED MONTHLY BASIS BEFORE10TH OF EVERY MONTH FOR OUR VERIFICATION. # BMS SOFTWARE UPDATES ANDUPGRADES TO EN</p>						

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			<p>SURE ALWAYS LATEST VERSION TO INSTALL IN THE EXISTING BMSPC. # THE BMS SUPPLIER IS REQUIRED TO UPDATE THE EXISTING PC SOFTWAREAND OPERATING SYSTEM TO ENSURE COMPATIBILITY WITH BMS SOFTWARE UPDATESAND UPGRADES. # BMS SUPPLIER TO MIGRATION OF THE SOFTWARE FROM OLD COMPUTER TO NEW COMPUTER WHEN AS REQUIRED. # CONTRACTOR TO MAINTENANCEAND TROUBLESHOOTING OF THE BMS SOFTWARE PLATFORM, INCLUDING BACK UP,UPDATES, AND SECURITY PATCHING. # CONTRACTOR TO PROVIDE UPDATED USERMANUALS, SYSTEM DOCUMENTATION, AND TROUBLESHOOTING GUIDES. # THEINSTALLED BMS MAINLY CONTROLS & MONITORS THE HVAC SYSTEM, AND MONITORSOTHER ELECTRICAL RELATED SYSTEMS LIKE LIGHTING, ELEVATORS, PUMPS, ETC..# THE CONTRACTOR TO ATTEND UNLIMITED BREAKDOWN CALLS WITHOUT DELAY AS PER SITE REQUIREMENT. # THE CONTRACTOR</p>						

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			<p>TO RECTIFY THE ERROR MESSAGES IMMEDIATELY AND PROFICIENTLY WITHOUT DELAY. # CONTRACTOR SCOPE INCLUDES VALIDATION OF BMS FIELD SENSORS AND ITS READINGS FOR TEMPERATURE AND PRESSURE. SINCE THESE SENSORS ARE FACTORY CALIBRATED, IF THE READINGS DEVIATE, THESE MUST BE REPLACED UNDER COMPREHENSIVE SCOPE. # CONTRACTOR TO CALIBRATE THE SENSORS TO ENSURE ACCURACY. # SPARE PARTS REQUIRED TO CARRY OUT THE RECTIFICATION ACTIVITY SHOULD BE ARRANGED AT THE EARLIEST IN ORDER TO KEEP THE EQUIPMENT DOWN TIME TO MINIMUM AND MUST BE GENUINE SPARES FROM OEM OR OEM RECOMMENDED VENDORS. # ALL THE CONSUMABLE MATERIALS WILL CONFIRM AS PER LATEST STANDARDS AND SHALL BE SUBMITTED TO DEWA FOR ENGINEERS APPROVAL. # ALL PARTS SUPPLIED UNDER THIS MAINTENANCE AGREEMENT TO BE</p>						

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			<p>INCLUDE A WARRANTY PERIOD FOR 12 MONTHS FROM THE DATE OF SUPPLY. # ALL MAINTENANCE ACTIVITIES SHALL BE PERFORMED IN THE PRESENCE/ SUPERVISION OF A COMPETENT SUPERVISOR. # CORRECTIVE MAINTENANCE REPORTS TO BE SUBMITTED WITHIN THREE WORKING DAYS WITH THEIR OWN SERVICE REPORT TO DEWA SUPERVISOR FOR VERIFICATION AND RECORD. # CONTRACTOR TO PROVIDE US WITH INCIDENT REPORTS, DOCUMENTATION OF ANY SYSTEM FAULTS OR BREAKDOWNS, INCLUDING THE ACTIONS TAKEN AND PARTS REPLACED. # CONTRACTORS TO BE SUBMITTED THEIR OWN CHECK LIST FOR THE CORRECTIVE MAINTENANCE AND CONSUMABLE ITEMS TO BE MENTIONED FOR DEWA VERIFICATION AND RECORD. # THE CONTRACTOR IS REQUIRED TO TAKE ALL PRECAUTIONS. SO AS NOT TO DAMAGE ANY OF THE EXISTING EQUIPMENT/ STRUCTURE. # IF DAMAGED ANY EXISTING</p>						

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			EQUIPMENT BY CONTRACTOR PENALTY WILL BE APPLIED AS PER DEWA REGULATIONS. # SHOULD WE EXPERIENCE A BREAKDOWN IN ANY OF 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. # CONTRACTOR TO SHARE OFFICIAL EMAIL ID /CALL CENTER NUMBER TO DEWA FOR FORWARDING AND REGISTERING COMPLAINTS. # CONTRACTOR TO SHARE DAILY COMPLAINT ATTENDED LIST ON DAILY BASIS BEFORE COB. # RISK ASSESSMENT, METHOD OF STATEMENT AND ACTION PLAN TO BE SUBMITTED BEFORE PROCEEDING WORK, SUCH AS PPM AND CORRECTIVE MAINTENANCE. # BUILDING MAINTENANCE CONTRACT TO BE						

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			HANDED OVER AFTER THE AMC TENURE IF THE AMCAWARDED TO ANOTHER PARTY FOR UPCOMING YEAR WITH PRESENCE OF DEWASUPERVISOR ALSO SNAG TO BE CLEARED WITHIN 15 DAYS DEWA SUPERVISOR WILLEVALUATE SNAGS WHICH IS VALID OR INVALID, IF FAILED TO CLEAR THE SNAGSAS PER SLA DEWA WILL GET THE RECTIFICATION DONE THROUGH THIRD PARTY ANDTHE RESPECTIVE COST SHALL BE DEDUCTED FROM PAYMENT. # THE CONTRACT CANBE TERM INATED BY EMPLOYER#S CONVENIENCE WITH SEVEN DAYS WRITTEN NOTICETO THE CONTRACTOR WITHOUT EXPLAINING ANY REASON FOR TERMINATION. THEC ONTRACTOR WILL SUBMIT THE INVOICE BASED ON ACTUAL WORK DONE AT SITE ANDAPPLICABLE DUE PAYMENT WILL BE RELEASED BASED ON EMPLOYER VER IFICATIONAND CONFIRMATION. DEWA-CONFIDENTIAL # IN CASE OF UN-SATISFACTORYPERFORMANCE, THE LPO WILL						

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			<p>BE CANCELLED GIVING 15 DAYS# NOTI CE # CONTACTPERSON FOR SITE VISIT MR. AKBAR ALI: 052 8682151 (AKBAR.ALI@DEWA.GOV.AE)AND MR. MOHIDEEN: 055 3810513, 04 3227879 (MOHID EEN.ESMAIL@DEWA.GOV.AE),MR. JACOB: 055 4370480. B. SLA CONDITION: - # BASED ON CRITICALITY P 1 -EMERGENCY: LIFE, PROPERTY, ENVIRONME NT AND / OR BUSINESS CONTINUITY ATRISK. ITEM: PRIORITY P1 SLA RESPONSE DETAILS PRIORITY: P1- EMERGENCY(SUCH AS COMMUNICATION ERROR, ALERT, ALARM, MALFUNCTION OF BMS & DCCPANEL AND CHILLER PLANTS) TIME TO RESPOND: 30 MINUTES TIME TO RESOLVE: 4HOURS TYPICAL (P1- EME RGENCY PROBLEMS) # SIGNIFICANT IMPACT HAS OCCURREDOR HAS THE POTENTIAL TO OCCUR TO THE BUSINESS OPERATION. # HEALTH ANDSAFETY ISSUE. INJURY HAS OCCURRED OR AND IMMEDIATE THREAT OF INJURY ISPRESENT. # SIGNIFICANT DAMAGE TO PROPERTY HAS OCCURRED. #</p>						

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			ANYENVIRONMENTAL PROBLEM THAT PRESENTS AN IMMEDIATE RISK OF SIGNIFICANTCONTAMINATION OF THE RESIDENCE, WORKPLACE OR ENVIRONMENT. # ANY RISKTHAT WOULD ENDANGER SECURITY OF THE PROPERTY AND OCCUPIES. P2 - NON -EMERGENCY; CANNOT WAIT UNTIL NEXT SCHEDULED VISIT WITHOUT HAVING ANEGATIV E IMPACT TO THE BUSINESS OPERATION. ITEM: PRIORITY P2 SLARESPONSE DETAILS PRIOR						

TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:
COMPREHENSIVE ANNUAL MAINTENANCE

STANDARD TERMS & CONDITIONS

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

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

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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.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP