

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332502858  
**DATE** : 07.11.2025  
**REQ No** : 1032505299  
**REQ TITLE** : Comprehensive Annual  
**DELIVERY LOCATION**  
**CLOSING DATE** : 14.11.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TWO NOS. KONE ELEVATORS(DEWA ZONAL OFFICE GUSIAS)SCOPE OF WORK & TECHNICAL SPECIFICATIONS1.GENERAL REQUIREMENTS1.1 SITE ASSESSMENT#THE OEM CONTRACTOR SHALL PERFORM A DETAILED INSPECTION OF ALLELEVATORS LOCATED AT THE DEWA ZONAL OFFICE GUSIAS )#THE ASSESSMENT SHALLCOVER SYSTEM OPERATIONAL CONDITIONS, SAFETY CHECKS, REQUIRED SPAREPARTS, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).#FINDINGS SHALLBE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION, INCLUDING PREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION#THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE YEARS OF PROVENEXPERIENCE IN THE MAINTENANCE OF KONE ELEVATORS OR EQUIVALENT HIGH-RISE ELEVATOR SYSTEMS.#THE	1	NO				

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			<p>CONTRACTOR SHALL PROVIDE TRADE LICENSES, THIRD-PARTY CERTIFICATION (SUCH AS DM APPROVAL), SAFETY RECORDS, AND CLIENT REFERENCES. # THE MAINTENANCE TEAM MUST INCLUDE CERTIFIED LIFT TECHNICIANS AND LICENSED ELECTRICAL ENGINEERS. 1.3 CONTRACT DURATION # THE AMC DURATION SHALL BE FOR TWELVE MONTHS FROM THE DATE OF AWARD, WITH THE POSSIBILITY OF RENEWAL SUBJECT TO SATISFACTORY PERFORMANCE. DEWA-CONFIDENTIAL 1.4 COMPLIANCE # ALL SERVICES MUST COMPLY WITH DUBAI MUNICIPALITY (DM), DEWA INTERNAL POLICIES, EMIRATES AUTHORITY FOR STANDARDIZATION AND METROLOGY (ESMA), AND OTHER APPLICABLE UAE REGULATIONS. # MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (AUTHORITY-APPROVED) MUST BE OBTAINED. 1.5 EQUIPMENT DETAILS S# # BUILDING NAME</p>						

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			<p>#EQUIPMENT NUMBER #INVENTORY# #1 #ZONAL OFFICE GUSIAS #11449365 #L1 #2 #ZONAL OFFICE GUSIAS #11449</p> <p>366 #L2 #2.SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTENANCE SERVICES#PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PER ANNUM PER EQUIPMENT),STRICTLY AS PER KONE'S LATEST MANUFACTURERGUIDELINES.#EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVILDEPARTMENT STAFF AND DOCUMENTEDWITH DETAILED CHECKLISTS.#PPM ACTIVITIES SHALL INCLUDE BUT NOT BE LIMITED TO:#INSPECTION OF MECHANICAL, ELECTRICAL, AND SAFETY COMPONENTS.#LUBRICATION OF MOVING PARTS AND ADJUSTMENT OF ELEVATOR CAR DOOR ANDSHAFT EQUIPMENT.#CALIBRATION AND TESTING OF LIMIT SWITCHES, SAFETY GEAR, AND ALARMSYSTEMS.#CLEANING OF ELEVATOR SHAFTS, PITS, CONTROL PANELS, AND MACHINE ROOM</p>						

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			<p>S.#CHECKING OF ROPES, SHEAVES, BEARINGS, AND WEAR INDICATORS.#LOAD TESTING AS PER SAFETY PROTOCOLS.#UPDATING MAINTENANCE LOGS AFTER EACH VISIT.DEWA-CONFIDENTIAL# MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED .# SUBMISSION OF A DETAILED PPM REPORT, SIGNED BY DEWA CPE&amp;WM REPRESENTATIVE, AFTER EACH VISIT.2.2 EMERGENCY AND BREAKDOWN MAINTENANCE# THE CONTRACTOR SHALL PROVIDE 24/7/365 EMERGENCY BREAKDOWN SERVICES WITH THE FOLLOWING REQUIREMENTS:# IMMEDIATE RESPONSE UPON NOTIFICATION.# MOBILIZATION OF SERVICE PERSONNEL WITHIN 2 HOURS FOR CRITICAL ISSUES SUCH AS ELEVATOR ENTRAPMENT.# ISOLATION, TROUBLESHOOTING, AND RECTIFICATION OF FAULTS ENSURING MINIMAL DOWNTIME.# BREAKDOWN SERVICES INCLUDE:# REPLACEMENT OF FAULTY ELECTRICAL AND MECHANICAL</p>						

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			<p>COMPONENTS.# TESTING OF THE ENTIRE ELEVATOR SYSTEM AFTER FAULT RECTIFICATION.# SAFETY CERTIFICATION BEFORE RE-COMMISSIONING THE EQUIPMENT.2.3 REPAIRS TO EQUIPMENT# ALL MINOR AND MAJOR REPAIR WORKS ARE INCLUDED IN THE CONTRACT. # THECONTRACTOR SHALL:# SUPPLY ALL LABOR, TOOLS, AND CERTIFIED PARTS.# REPAIR OR REPLACE WORN-OUT COMPONENTS SUCH AS DOOR OPERATORS,CONTROLLERS, PUSH BUTTONS, AND MOTORS.# CONDUCT MAJOR REPLACEMENTS ONLY AFTER PRIOR APPROVAL FROM DEWA.# ENSURE THAT ALL REPAIRS MAINTAIN THE ORIGINAL MANUFACTURER#SPECIFICATIONS AND STANDARDS.2.4 SPARE PARTS &amp; CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPAREPARTS TO MINIMIZE DOWNTIME.DEWA -CONFIDENTIAL# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) KONE PARTS SHALL</p>						

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			BEUSED.# AN APPROXIMATE CRITICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THEAMC PROPOSAL.3. DELIVERABLES & DOCUMENTATIONTHE CONTRACTOR SHALL PROVIDE AND MAINTAIN A STRUCTURED MICROS OFT 365SHARED FOLDER FOR ALL PROJECT DOCUMENTATION, INCLUDING:# MAINTENANCE SCHEDULES (PLANNED VS. ACTUAL)# MAINTENANCE LOGS (PPM AND D BREAKDOWN)# UPDATED ASSET LIST (ELEVATOR UNITS WITH MODEL/SERIAL NUMBERS)# SPARE PARTS INVENTORY RECORDS# PPM AND CORRECTIVE MAINT ENANCE REPORTS (SIGNED COPIES)# THIRD-PARTY CERTIFICATION REPORTS (DM APPROVED)# INCIDENT REPORTS FOR MAJOR FAULTS# MONTHLY PERFORMA NCE REPORTS SUMMARIZING TASKS, FAULTS RECTIFIED, PARTSREPLACED# ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMENDATIONS FOR SYSTEMUPG RADES OR LIFECYCLE IMPROVEMENTS#						

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			<p>ESCALATION MATRIX FOR EMERGENCIES AND OPERATIONAL ISSUES4. PENALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT FROM QUARTERLYAMC PAYMENT #LATE SUBMISSION OF MAINTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT#USE OF NON-OEM PARTS WITHOUT APPROVAL #10% PENALTY ON INVOICE ANDMANDATORY PART REPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) #PERFORMANCE REVIEW ANDPOSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY &amp; ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR STAFF MUST FOLLOW DEWA#S SITE-SPECIFIC SAFETY RULES ANDUAE LABOR LAWS. # SITE-SPECIFIC RISK ASSESSMENTS, METHOD STATEME</p>						

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			<p>NTS, ANDEMERGENCY RESPONSE PLANS MUST BE SUBMITTED AND OBTAIN PTW BEFORECONTRACT COMMENCEMENT. # CONTRACTOR TO ENSURE PROPER DISPOSAL OF WASTEMATERIALS (USED PARTS, LUBRICANTS) AS PER ENVIRONMENTAL REGULATIONS.6. PAYMENT TERMS# PAYMENTS SHALL BE MADE QUARTERLY, UPON SATISFACTORY COMPLETION OFSCHEDULED PREVENTIVE MAINTENANCE AND BREAKDOWN SERVICES, SUBJECT TO:# SUBMISSION OF DULY SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENTSTAFF.# NO OUTSTANDING PENALTIES FOR SLA BREACHES.DEWA-CONFIDENTIAL7. COMPLIANCE &amp; APPROVALS# THE CONTRACTOR MUST SUBMIT A COMPLIANCE STATEMENT CONFIRMING ADHERENCETO ALL RELEVANT STANDARDS AND REGULATIONS. # ANY DEVIATION FROM SCOPE ORSCHEDULE MUST BE PRE-APPROVED BY DEWA IN WRITING.8. SERVICE LEVEL</p>						

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			AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI / REQUIREMENT#PE PERFORMANCE TARGET #EMERGENCY RESPONSE #RESPONSE TO CRITICAL FAULTS #WITHIN 2 HOURS #PPM COMPLETION #MONTHLY PPM VISITS COMPLETED #100 % ON SCHEDULE #MINOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 72 HOURS OR MUT UALLY AGREED #REPORT SUBMISSION #AFTER PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS #MONTHLY REPORTING #SUBMISSION OF ACTIVITY REPORTS #BY 5TH WORKING DAY OF THE MONTH #ANNUAL SUMMARY REPORT #SYSTEM PERFORMANCE AND IMPROVEMENT PLAN #1MONTH BEFORE CONTRACT EXPIRY #GENERAL CONDITIONS# THE CONTRACTOR AT DEWA WORK PREMISES SHALL FOLLOW DEWA SAFETY &ENVIRONMENT POLICY, RULES AND REGULATIONS DURING THE CON TRACT PERIOD.# THE CONTRACTOR SHALL CARRY						

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			<p>OUT RISK ASSESSMENT FOR ALL HIS WORKS.                      THIS RISK ASSESSMENT SHALL BE FROM SAFETY                      AS WELL AS                      OCCUPATIONAL HEALTH CONSIDERATIONS. (DEWA                      FORMAT TO BE USED).# TOOLBOX TALKS SHOULD                      BE GIVEN TO THE WORKERS BY THEIR                      SUPERVISOR, COP                      YOF WHICH SHALL BE DEWA-CONFIDENTIAL GIVEN                      TO DEWA.# NO WELDING, FLAME HEATING OR                      CUTTING, GRINDING, PNEUMATIC CHIPPING, ETC.                      SHALL BE                      CARRIED OUT WITHOUT SPECIFIC CLEARANCE                      FROM DEWA THROUGH "HOT WORK PERMITS". THE                      HOT WORK PERMIT IF REQUIRED SHALL BE                      OBTAINED ON DAILY BASIS.# THE CONTRACTOR SHALL AT NO TIME                      KEEP INFLAMMABLE SUBSTANCES IN                      THE PLANT/WORK AREAS.# ALL HAZARDOUS                      WASTES SHALL BE MOVED UNDER                      DIRECTION FROM AND WITH WRITTEN                      APPROVAL TO DEWA SPECIAL STORAGE AREA.</p>						

TOTAL AMOUNT IN WORDS:

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### **SPECIAL NOTES / INSTRUCTIONS:**

Comprehensive Annual Maintenance Contract for Two Nos. KONE Elevators  
(DEWA ZONAL OFFICE GUSIAS)

Note: Kindly obtain quotation from OEM M/S KONE

Contact: M.Arif Mushtaq / 552239059

Site Visit: 10 Nov 2025 @ 10:00 AM

Payment: 100%

### **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
- 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

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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**