

**RFQ NUMBER** : 2332502858

**DATE** : 07.11.2025

**REQ No** : 1032505299

**REQ TITLE** : Comprehensive Annual

**DELIVERY LOCATION** 

**CLOSING DATE** : 13.11.2025

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL
1	TIEM GODE	ITEM-00001	DEWA-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TWO NOS. KONE ELEVATORS (DEWA ZONAL OFFICE GUSIAS) SCOPE OF WORK & TECH NICAL 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 SPAREPAR TS, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).#FINDINGS SHALLBE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION, INCLUDIN GPREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION#THE CONTRACTOR MUST POSSESS A MI	1	NO				PRICE
			THEMAINTENANCE OF KONE ELEVATORS OR EQUIVALENT HIGH-RISEELEVATOR SYSTEMS.#THE						



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			CONTRACTOR						
			SHALL PROVIDE TRADE LICENSES,THIRD-PARTY						
			CERTIFICATION (SUCH AS DMAPPROVAL), SAFETY						
			RECORDS, ANDCLIENT REFERENCES.#THE						
			MAINTENANCE T						
			EAM MUST INCLUDE CERTIFIED LIFTTECHNICIANS						
			AND LICENSED ELECTRICALENGINEERS.1.3						
			CONTRACT DURATION#THE AMC DURATION SHALL						
			BE FOR TWEL						
			VE MONTHS FROM THE DATE OF AWARD, WITH THE						
			POSSIBILITY OFRENEWAL SUBJECT TO						
			SATISFACTORY						
			PERFORMANCE.DEWA-CONFIDENTIAL1.4						
			COMPLIANCE#						
			ALL SERVICES MUST COMPLY WITH DUBAI						
			MUNICIPALITY (DM), DEWA						
			INTERNALPOLICIES, EMIRATES AUTHORITY FOR						
			STANDARDIZATION AND METROLOGY (E						
			SMA),AND OTHERAPPLICABLE UAE						
			REGULATIONS.#MANDATORY THIRD-PARTY						
			TESTING AND CERTIFICATION						
			(AUTHORITY-APPROVED)MUST BEOBTAINED.1.5 EQ						
			UIPMENT DETAILS S# #BUILDING NAME						



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



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			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 BEOBTAINED .#						
			SUBMISSION OF A DETAI						
			LED PPM REPORT, SIGNED BY DEWA						
			CPE&WMREPRESENTATIVE, AFTER EACH VISIT.2.2						
			EMERGENCY AND BREAKDOWN MAINTENANCE#						
			THE CONTRACTOR SHALL						
			PROVIDE 24/7/365 EMERGENCY BREAKDOWN						
			SERVICESWITH THE FOLLOWING REQUIREMENTS:#						
			IMMEDIATE RESPONSE UPON NOTIFICATION.#						
			MOBILIZATION O						
			F SERVICE PERSONNEL WITHIN 2 HOURS FOR						
			CRITICAL ISSUESSUCH AS ELEVATOR						
			ENTRAPMENT.# ISOLATION, TROUBLESHOOTING,						
			AND RECTIFICATION OF						
			FAULTS ENSURINGMINIMAL DOWNTIME.#						
			BREAKDOWN SERVICES INCLUDE:# REPLACEMENT						
			OF FAULTY ELECTRICAL AND MECHANICAL						



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			COMPONENTS.# TESTING						
			OF THE ENTIRE ELEVATOR SYSTEM AFTER FAULT						
			RECTIFICATION.# SAFETY CERTIFICATION BEFORE						
			RE-COMMISSIONING THE EQUIPMENT.2.3 REPAIRS						
			то						
			EQUIPMENT# ALL MINOR AND MAJOR REPAIR						
			WORKS ARE INCLUDED IN THE CONTRACT. #						
			THECONTRACTOR SHALL:# SUPPLY ALL LABOR,						
			TOOLS, AND CERT						
			IFIED PARTS.# REPAIR OR REPLACE WORN-OUT						
			COMPONENTS SUCH AS DOOR						
			OPERATORS, CONTROLLERS, PUSH BUTTONS, AND						
			MOTORS.# CONDUCT MAJOR REP						
			LACEMENTS ONLY AFTER PRIOR APPROVAL FROM						
			DEWA.# ENSURE THAT ALL REPAIRS MAINTAIN THE						
			ORIGINAL MANUFACTURER#SSPECIFICATIONS AND						
			STAND						
			ARDS.2.4 SPARE PARTS & 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						



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



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			NTS, ANDEMERGENCY RESPONSE PLANS MUST BE						
			SUBMITTED AND OBTAIN PTW BEFORECONTRACT						
			COMMENCEMENT. # CONTRACTOR TO ENSURE						
			PROPER DISPOSA						
			L OF WASTEMATERIALS (USED PARTS,						
			LUBRICANTS) AS PER ENVIRONMENTAL						
			REGULATIONS.6. PAYMENT TERMS# PAYMENTS						
			SHALL BE MADE QUARTERLY, UP						
			ON SATISFACTORY COMPLETION OF SCHEDULED						
			PREVENTIVE MAINTENANCE AND BREAKDOWN						
			SERVICES, SUBJECT TO:# SUBMISSION OF DULY						
			SIGNED MAINTEN						
			ANCE REPORTS BY DEWA CIVIL						
			DEPARTMENTSTAFF.# NO OUTSTANDING						
			PENALTIES FOR SLA						
			BREACHES.DEWA-CONFIDENTIAL7. COMPLIANCE &						
			APPROVALS# T						
			HE 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						



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			AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI /						
			REQUIREMENT#PE						
			RFORMANCE 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						
			UALLYAGREED #REPORT SUBMISSION #AFTER						
			PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS						
			#MONTHLY REPORTING #SUBMISSION OF ACTIVITY						
			REPORTS #BY						
			5TH WORKING DAYOF 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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CLOSING TIME : 10:00:00

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			OUT RISK ASSESSMENT FOR ALL HIS WORKS.						
			THISRISK ASSESSMENT SHALL BE FROM SAFETY						
			AS WELL AS						
			OCCUPATIONAL HEALTHCONSIDERATIONS. (DEWA						
			FORMAT TO BE USED).# TOOLBOX TALKS SHOULD						
			BE GIVEN TO THE WORKERS BY THEIR						
			SUPERVISOR, COP						
			YOF WHICH SHALL BEDEWA-CONFIDENTIALGIVEN						
			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 ONDAIL						
			Y BASIS.# THE CONTRACTOR SHALL AT NO TIME						
			KEEP INFLAMMABLE SUBSTANCES IN						
			THEPLANT/WORK AREAS.# ALL HAZARDOUS						
			WASTES SHALL BE MOVED U						
			NDER DIRECTION FROM AND WITHWRITTEN						
			APPROVAL TO DEWA SPECIAL STORAGE AREA.						

TOTAL AMOUNT IN WORDS: TOTAL AMOUNT:





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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