

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332502987
DATE : 20.11.2025
REQ No : 1032505660
REQ TITLE : 1-Comprehensive Annual Maintenance
DELIVERY LOCATION
CLOSING DATE : 26.11.2025
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 MITSUBISHI ELEVATORS (DEWASTAFF FAMILY ACCOMMODATION COMPLEX JAPS) SC OPE OF WORK & TECHNICALSPECIFICATIONS1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE OEM CONTRACTOR SHALL PERFORM A DETAILED INSPECT ION OF ALLELEVATORS LOCATED AT THE DEWA STAFF FAMILY ACCOMMODATION COMPLEX JAPS) #THE ASSESSMENT SHALL COVER SYSTEM OPERATIONAL COND ITIONS, SAFETY CHECKS,REQUIRED SPARE PARTS, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).# FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION,INCLUDING PREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BEPROVIDED.1.2 CONTRACTOR QUALI FICATION# THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE YEARS OF PROVENEXPERIENCE IN THE MAINTENANCE OF MITSUBISHI ELEVATORS	1	NO				

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			OR EQUI VALENTHIGH-RISE ELEVATOR SYSTEMS. # THE CONTRACTOR SHALL PROVIDE TRADELICENSES, THIRD-PARTY CERTIFICATION (SUCH AS DM APPROVAL), SAFETYRECORDS, AND CLIENT REFERENCES. # THE MAINTENANCE TEAM MUST INCLUDECERTIFIED 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-CONFIDENTIAL1.4 COMPLIANCE# ALL SERVICES MUST COMPLY WITH DUBAI MUNICIPALITY (DM), DEWA INTERNALPOLICIES, EMIRATES AUTHORITY FOR STANDARDIZATION AND METROLOGY (ESMA),AND OTHER APPLICABLE UAE REGULATIONS.# MANDATORY THIRD-PARTY LOAD TESTING AND CERTIFICATION(AUTHORITY-APPROVED) MUST BE						

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			OBTAINED AS PER STANDARD.1.5 EQUIPMENT DETAILS EQUIPMENT #SAP ID #BUILDING NAME #SUB LOCATION#MODEL NUMBER #MANUFACTURER #50350418 #DC-032 #STAFF ACCOMMODATION COMPLEX JABEL ALI #DC-032-B01-F00-ELECT #D0395/P1 #MITSUBASHI #50350422 #DC-032 #STAFF ACCOMMODATION COMPLEX JABEL ALI #DC-032-B01-F00-ELECT #D0395/P2 #MITSUBASHI #50350991 #DC-032 #STAFF ACCOMMODATION COMPLEX JABEL ALI #DC-032-B02-F00-ELECT #D0395/P3 #MITSUBASHI #50350995 #DC-032 #STAFF ACCOMMODATION COMPLEX JABEL ALI #DC-032-B02-F00-ELECT #D0395/P4 #MITSUBASHI #2. SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTENANCE SERVICES# PREVENTIVE MAINTENANCE SERVICES SHALL BE CARRIED OUT MONTHLY (12 VISITS PERANNUM PER EQUIPMENT), STRICTLY AS PER MITSUBISHI LATEST MANUFACTURERGUIDELINES. # EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF						

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			DEWA CIVILDEPARTMENT STAFF AND DOCUMENTED WITH DETAILED CHECKLISTS. # PPMACTIVITIES 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 ROOMS.# CHECKING OF ROPES, SHEAVES, BEARINGS, AND WEAR INDICATORS.# LOAD TESTING AS PER SAFETY PROTOCOLS.# UPDATING MAINTENANCE LOGS AFTER EACH VISIT.# MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED.# SUBMISSION OF A DETAILED PPM REPORT, SIGNED BY DEWA CPE&WM REPRESENTATIVE, AFTER EACH VISIT.2.2 EMERGENCY AND BR						

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			EAKDOWN MAINTENANCE# THE CONTRACTOR SHALL PROVIDE 24/7/365 EMERGENCY BREAKDOWN SERVICESWITH THE FOLLOWING REQUIREMENTS:# IMMEDIATE RESPONSE UPON NOTIFICATION.# MOBILIZATION OF SERVICE PERSONNEL WITHIN 2 HOURS FOR CRITICAL ISSUESUCH AS ELEVATOR ENTRAPMENT.# ISOLATION, TROUBLESHOOTING, AND RECTIFICATION OF FAULTS ENSURINGMINIMAL DOWNTIME.BREAKDOWN SERVICES INCLUDE:# REPLACEMENT OF FAULTY ELECTRICAL AND MECHANICAL 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						

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			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 & CONSUMABLESDEWA-CONFIDENTIAL# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPAREPARTS TO MINIMIZE DOWNTIME.# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) PARTS SHALL BE USED.# AN APPROPRIATE CRITICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THE AMC PROPOSAL.3. DELIVERABLES & DOCUMENTATIONTHE CONTRACTOR SHALL PROVIDE AND MAINTAIN A STRUCTURED MICROSOFT 365SHARED FOLDER FOR ALL PROJECT DOCUMENTATION, INCLUDING:# MAINTENANCE SCHEDULES (PLANNED VS . ACTUAL)# MAINTENANCE LOGS (PPM AND BREAKDOWN)# UPDATED ASSET LIST (ELEVATOR						

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			UNITS WITH MODEL/SERIAL NUMBERS)# SPARE PARTS INVENTOR Y RECORDS# PPM AND CORRECTIVE MAINTENANCE REPORTS (SIGNED COPIES)# THIRD-PARTY CERTIFICATION REPORTS (DM APPROVED)# INCIDENT REPORTS FOR MAJOR FAULTS# MONTHLY PERFORMANCE REPORTS SUMMARIZING TASKS, FAULTS RECTIFIED, PARTSREPLACED# ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMENDATIONS FOR SYSTEMUPGRADES OR LIFECYCLE IMPROVEMENTS# ESCALATION MATRIX FOR EMERGENCIES AND OPERATIONAL ISSUESDEWA-CONFIDENTIAL4. PENALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERGENCY RESPONSE BEYOND 2 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT FROM QUARTERLYAMC PAYMENT #LATE SU						

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			BMISSION OF MAINTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT#USE OF NON-OEM PARTS WITHOUT APPROVAL #10% PENALTY ON INVOICE ANDMA NDATORY PART REPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) #PERFORMANCE REVIEW ANDPOSSIBLE CONTRACT TERMINATION #5. H EALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR STAFF MUST FOLLOW DEWA#S SITE-SPECIFIC SAFETY RULES ANDUAE LABOR LA WS. # SITE-SPECIFIC RISK ASSESSMENTS, METHOD STATEMENTS, 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						

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			BREAKDOWN SERVICES, SUBJECT TO: # SUBMISSION OF DULY SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENT STAFF. DEWA-CONFIDENTIAL # NO OUTSTANDING PENALTIES FOR SLA BREACHES. 7. COMPLIANCE & APPROVALS # THE CONTRACTOR MUST SUBMIT A COMPLIANCE STATEMENT CONFIRMING ADHERENCE TO ALL RELEVANT STANDARDS AND REGULATIONS. # ANY DEVIATION FROM SCOPE OR SCHEDULE MUST BE PRE-APPROVED BY DEWA IN WRITING. 8. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY # KPI / REQUIREMENT # 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 MUTUALLY AGREED # REPORT SUBMISSION						

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			#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 CONTRACT PERIOD.# THE CONTRACTOR SHALL CARRY OUT RISK ASSESSMENT FOR ALL HIS WORKS. THIS RISK ASSESSMENT SHALL BE FROM SAFETY AS WELL AS OCCUPATIONAL HEALTH CONSIDERATIONS. (DEWA FORMAT TO BE DEWA-CONFIDENTIAL USED). # TOOLBOX TALKS SHOULD BE GIVEN TO THE WORKERS BY THEIR SUPERVISOR, COPY OF WHICH SHALL BE GIVEN TO DEWA.# NO WELDING, FLAME HEATING OR CUTTING, GRINDING, PNEUMATIC CHIPPING, ETC.						

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			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						
2		ITEM-00001	AMC ELEVATOR 50350422 AS PER ATTACHED SPECIFICATIONS#	1	NO				
3		ITEM-00001	AMC ELEVATOR 50350991 AS PER ATTACHED SPECIFICATIONS#	1	NO				
4		ITEM-00001	AMC ELEVATOR 50350995 AS PER ATTACHED SPECIFICATIONS#	1	NO				

TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:

1-Comprehensive Annual Maintenance Contract for Mitsubishi Elevators

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for more information contact M.Arif Mushtaq - Phone : 552239059

Site visit date :24 -11-2025

Payment Terms : 100% on statifatory completion

NOTE: Purchase order to be issued to M/s. M/S AG MELCO

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 of the Employer.

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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