

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503067
DATE : 26.11.2025
REQ No : 1032505718
REQ TITLE : Comprehensive Annual
DELIVERY LOCATION
CLOSING DATE : 02.12.2025
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 AMC FOR N7NEE298AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #DEWA-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR OTIS ELEVATORS (DEWA HSTAFF ACCOMMODATION WARSAN) SCOPE OF WORK & TECHNICAL SPECIFICATIONS1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE OEM CONTRACTOR SHALL PERFORM A DETAILED INSPECTION OF ALLELEVATORS.# THE ASSESSMENT SHALL COVER SYSTEM OPERATIONAL CONDITIONS, SAFETYCHECKS, REQUIRED SPARE PARTS, AND MODERNIZATION RECOMMENDATIONS (IFAPPLICABLE). FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUMQUOTATION, INCLUDING PREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS,SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION# THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE YEARS OF	1	NO				

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			PROVENEXPERIENCE IN THE MAINTENANCE OF OTIS ELEVATORS OR EQUIVALENT HIGH-RISE ELEVATOR SYSTEMS. # THE 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. 1.4 COMPLIANCE DEWA-CONFIDENTIAL# 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 ELEVATOR LOAD TESTING AND CERTIFICATION FOR						

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			ALLELEVATORS (AUTHORITY-APPROVED) MUST BE OBTAINED.1.5 EQUIPMENT DETAILS S# #DEWA BUILDING ID #BUILDING NAME #UNIT NAME#1 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE298 #2 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE300 #3 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE301 #4 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE299 #5 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE303 #6 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE302 #7 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE296 #8 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE297 #9 #DC-093 #DEWA H STAFF ACCOMMODATION WARSAN #N7NEE304 #2. SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTENANCE SERVICES# PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PERANN						

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			UM PER EQUIPMENT), STRICTLY AS PER OTIS LATEST MANUFACTURER GUIDELINES. # EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVIL DEPARTMENT STAFF AND DOCUMENTED WITH 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 AND SHAFT EQUIPMENT. # CALIBRATION AND TESTING OF LIMIT SWITCHES, SAFETY GEAR, AND ALARM SYSTEMS. DEWA-CONFIDENTIAL # 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						

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			BEOBTAINED AND SUBMISSION .# SUBMISSION OF A DETAILED 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 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						

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			CONTRACT. # THECONTRACTOR SHALL:# SUPPLY ALL L ABOR, TOOLS, AND CERTIFIED PARTS.# REPAIR OR REPLACE WORN-OUT COMPONENTS SUCH AS DOOR OPERATORS,CONTROLLERS, PUSH BUTTONS, AND MOTOR S.# CONDUCT MAJOR REPLACEMENTS ONLY AFTER PRIOR APPROVAL FROM DEWA.# ENSURE THAT ALL REPAIRS MAINTAIN THE ORIGINAL MANUFACTURER#SSPE CIFICATIONS AND STANDARDS.DEWA-CONFIDENTIAL2.4 SPARE PARTS & CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICA L SPAREPARTS TO MINIMIZE DOWNTIME.# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) OTIS PARTS SHALL BEUSED.# AN APPROXIMATE CRIT ICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THEAMC PROPOSAL.3. DELIVERABLES & DOCUMENTATIONTHE CONTRACTOR SHALL PROVIDE AND MAINTAI N A STRUCTURED MICROSOFT 365SHARED						

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			FOLDER FOR ALL PROJECT DOCUMENTATION, INCLUDING:# MAINTENANCE SCHEDULES (PLANNED VS. ACTUAL)# MAI NTENANCE LOGS (PPM AND BREAKDOWN)# UPDATED ASSET LIST (ELEVATOR UNITS WITH MODEL/SERIAL NUMBERS)# SPARE PARTS INVENTORY RECORDS# PPM AND CORRECTIVE MAINTENANCE REPORTS (SIGNED COPIES)# THIRD-PARTY CERTIFICATION REPORTS (DM APPROVED)# INCIDENT REPORTS FOR MAJOR FAU LTS# MONTHLY PERFORMANCE REPORTS SUMMARIZING TASKS, FAULTS RECTIFIED, PARTSREPLACED# ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMEN DATIONS FOR SYSTEMUPGRADES OR LIFECYCLE IMPROVEMENTS# ESCALATION MATRIX FOR EMERGENCIES AND OPERATIONAL ISSUESDEWA-CONFIDENTIAL4. PE NALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR F						

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			ROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT FROM QUARTERLYAMC PAYMENT #LATE SUBMISSION OF MA INTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT#USE OF NON-OEM PARTS WITHOUT APPROVAL #10% PENALTY ON INVOICE ANDMANDATORY PART R EPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) #PERFORMANCE REVIEW ANDPOSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR STAFF MUST FOLLOW DEWA#S SITE-SPECIFIC SAFETY RULES ANDUAE LABOR LAWS. # SITE-SPE CIFIC 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.						

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			PAYMENT TERMS # PAYMENTS SHALL BE MADE QUARTERLY, UPON SATISFACTORY COMPLETION OF SCHEDULED PREVENTIVE MAINTENANCE AND BREAKDOWN SERVICES, SUBJECT TO: DEWA-CONFIDENTIAL # SUBMISSION OF DULY SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENT STAFF. # 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) MAT RIX SLA CATEGORY # KPI / REQUIREMENT # PERFORMANCE TARGET # EMERGENCY RESPONSE # RESPONSE TO CRITICAL FAULTS # WITHIN 2 HOURS # PPM COMPLETION # MONTHLY PPM VISITS COMPLETED # 100% ON						

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			SCHEDULE #MINOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFIC ATION TIMELINE #WITHIN 72 HOURS OR MUTUALLY AGREED #REPORT SUBMISSION #AFTER PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS #MONTHLY REPORTI NG #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 ASSE SSMENT DEWA-CONFIDENTIAL SHALL BE FROM SAFETY AS WELL AS OCCUPATIONAL HEALTH CONSIDERATIONS.(DEWA FORMAT TO BE USED). # TOOLBOX TALKS						

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			SHOULD BE GIVEN TO THE WORKERSBY THEIR SUPERVISOR, COPY OF WHICH SHALL BE GIVEN TO DEWA.# NO WELDING, FLAME HEATING OR CUTTING, GRIN DING, PNEUMATIC CHIPPING,ETC. SHALL BE CARRIED OUT WITHOUT SPECIFIC CLEARANCE FROM DEWA THROUGH"HOT WORK PERMITS". THE HOT WORK PERM IT IF REQUIRED SHALL BE OBTAINED ONDAILY BASIS.# THE CONTRACTOR SHALL AT NO TIME KEEP INFLAMMABLE						
2		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE300AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
3		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE301AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
4		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE303AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
5		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE296AS PER ATTACHED DEWA SPECIFICATION	1	NO				

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			DEWASPECIFICATION #						
6		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE297AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
7		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE304AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
8		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE298AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				
9		ITEM-00001	COMPREHENSIVE AMC FOR N7NEE304AS PER ATTACHED DEWA SPECIFICATION DEWASPECIFICATION #	1	NO				

TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance Contract for OTIS Elevators (DEWA H staff accommodation Warsan)

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

Site visit date :

Payment Terms : 100% on statifatory completion

Note: Please obtain quotation from OEM M/s OTIS.

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