

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503148
DATE : 08.12.2025
REQ No : 1032505846
REQ TITLE : 1-AMC Elevator 1032505846
DELIVERY LOCATION
CLOSING DATE : 12.12.2025
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 ANNUAL MAINTENANCE CONTRACT FOR MITSUBISHI ELEVATORS(DEWA HEAD OFFICE) SCOPE OF WORK & TECHNICAL SPECIFICATIONS1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE OEM CONTRACTOR SHALL PERFORM A DETAILED INSPECTION OF ALLELEVATORS LOCATED AT THE DEWA HEAD OFFICE) # THE ASSESSMENT SHALL COVERSYSTEM OPERATIONAL CONDITIONS, SAFETY CHECKS, REQUIRED SPARE PARTS, ANDMODERNIZATION RECOMMENDATIONS (IF APPLICABLE). # FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION, INCLUDINGPREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION# THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE YEARS OF PROVEN EXPERIENCE IN THE MAINTENANCE OF MITSUBISHI ELEVATORS OR EQUIVALENTHIGH-RISE ELEVATOR SYSTEMS. #	1	NO				

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			<p>THE CONTRACTOR SHALL PROVIDE TRADE LICENSES, THIRD-PARTY CERTIFICATION (SUCH AS DM APPROVAL), SAFETYRECORDS, 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-CONFIDENTIAL1.4 COMPLIANCE# ALL SERVICES MUST COMPLY WITH DUBAI MUNICIPALITY (DM), DEWA INTERNALPOLICIES, EMIRATES AUTHORITY FOR STANDARDIZATION AND METROLOGY (ESMA),AND OT HER APPLICABLE UAE REGULATIONS.# MANDATORY THIRD-PARTY LOAD TESTING AND CERTIFICATION(AUTHORITY-APPROVED) MUST BE OBTAINED AS PER STANDARD.EQUIPMENT NUMBER #BUILDING ID DEWA #BUILDING NAME #BUILDING ID SUBLOCATION</p>						

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			<p>DEWA #MODEL NUMBER #50342566 #DC-001 #DEWA HEAD OF FICE AT UMM HURAIAR #DC-001-B06-F00-ELECT #D-2852- P1 #50342567 #DC-001 #DEWA HEAD OFFICE AT UMM HURAIAR #DC-001-B07-F00-ELECT #D-28</p> <p>52- P2 #50342568 #DC-001 #DEWA HEAD OFFICE AT UMM HURAIAR #DC-001-B01-F00-ELECT #M-02606/P1 #####SCOPE OF WORK2.1 PLANNED PREVENTIV</p> <p>E MAINTENANCE SERVICES# PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PERANNUM PER EQUIPMENT), STRICTLY AS PER MITS</p> <p>UBISHI LATEST MANUFACTURERGUIDELINES. # EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVILDEPARTMENT STAFF AND DOCUMENTEDWITH</p> <p>DETAILED CHECKLISTS. # PPM ACTIVITIES SHALL INCLUDE BUT NOT BELIMITED TO:# INSPECTION OF MECHANICAL, ELECTRICAL, AND SAFETY COMPONE</p> <p>NTS.# LUBRICATION OF MOVING PARTS AND</p>						

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			ADJUSTMENT OF ELEVATOR CAR DOOR AND SHAFT EQUIPMENT.# CALIBRATION AND TESTING OF LIMIT SWITCHES , SAFETY GEAR, AND ALARM SYSTEMS.# 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 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						

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			<p>L ISSUESUCH AS ELEVATOR ENTRAPMENT.# ISOLATION, TROUBLESHOOTING, AND RECTIFICATION OF FAULTS ENSURINGMINIMAL DOWNTIME.# BREAKDOWN S ERVICES INCLUDE:# REPLACEMENT OF FAULTY ELECTRICAL AND MECHANICAL COMPONENTS.# TESTING OF THE ENTIRE ELEVATOR SYSTEM AFTER FAULT REC TIFICATION.# SAFETY CERTIFICATION BEFORE RE-COMMISSIONING THE EQUIPMENT.2.3 REPAIRS TO EQUIPMENT# ALL MINOR AND MAJOR REPAIR WORKS A RE INCLUDED IN THE CONTRACT. # THECONTRACTOR SHALL:DEWA-CONFIDENTIAL# SUPPLY ALL LABOR, TOOLS, AND CERTIFIED PARTS.# REPAIR OR REPLA CE WORN-OUT COMPONENTS SUCH AS DOOR OPERATORS,CONTROLLERS, PUSH BUTTONS, AND MOTORS.# CONDUCT MAJOR REPLACEMENTS ONLY AFTER PRIOR AP PROVAL FROM DEWA.# ENSURE THAT ALL REPAIRS MAINTAIN THE ORIGINAL MANUFACTURER#SSPECIFICATIONS AND</p>						

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			STANDARDS.2.4 SPARE PARTS & CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPAREPARTS TO MINIMIZE DOWNTIME.# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) PARTS SHALL BEUSED.# AN APPROXIMATE CRITICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THEAMC 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 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 FAULTS# MONTHLY						

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			<p>PERFORMANCE REPORTS SUMMARIZING TASKS, FAULTS RECTIFIED, PA RTSREPLACEDDEWA-CONFIDENTIAL# ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMENDATIONS FOR SYSTEMUPGRADES OR LIFECYCLE IMPROVEMENTS# E SCALATION MATRIX FOR EMERGENCIES AND OPERATIONAL ISSUES4. PENALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERG ENCY RESPONSE BEYOND 2 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER M ISSED 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</p>						

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			<p>#5. HEALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR STAFF MUST FOLLOW DEW A#S SITE-SPECIFIC SAFETY RULES AND UAE LABOR LAWS. # SITE-SPECIFIC RISK ASSESSMENTS, METHOD STATEMENTS, AND EMERGENCY RESPONSE PLANS MUST BE SUBMITTED AND OBTAIN PTW BEFORE CONTRACT COMMENCEMENT. # CONTRACTOR TO ENSURE PROPER DISPOSAL OF WASTE MATERIALS (USED PARTS, LUBRICANTS) AS PER ENVIRONMENTAL REGULATIONS. DEWA-CONFIDENTIAL 6. PAYMENT TERMS# PAYMENTS SHALL BE MADE QUARTERLY, UPON SATISFACTORY COMPLETION OF SCHEDULED PREVENTIVE MAINTENANCE AND BREAKDOWN SERVICES, SUBJECT TO: # 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 COMPLI</p>						

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			<p>ANCE STATEMENT CONFIRMING ADHERENCETO ALL RELEVANT STANDARDS AND REGULATIONS. # ANY DEVIATION FROM SCOPE ORSCHEDULE MUST BE PRE-APPR</p> <p>OVED BY DEWA IN WRITING.8. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI / REQUIREMENT#PERFORMANCE TARGET</p> <p>#EMERGENCY RESPON</p> <p>SE #RESPONSE TO CRITICAL FAULTS #WITHIN 2 HOURS #PPM COMPLETION #MONTHLY PPM VISITS COMPLETED #100% ON SCHEDULE #MINOR REPAIRS #RECT</p> <p>IFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 72 HOURS OR MUTUALLYAGREED #REPORT SUBMISSION #AF</p> <p>TER PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS #MONTHLY REPORTING #SUBMISSION OF ACTIVITY REPORTS #BY 5TH WORKING DAYOF THE MONTH #ANNU</p> <p>AL SUMMARY REPORT #SYSTEM PERFORMANCE AND IMPROVEMENT PLAN #1MONTH BEFORE CONTRACT EXPIRY #GENERAL CONDITIONS# THE</p>						

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			<p>CONTRACTOR AT DEW A 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 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. 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</p>						

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			MOVED UNDER DIRECTION FROM AND WITHWRITTEN APPROVAL TO DE WA SPECIAL STORAGE AREA.CONTACT PERSON FOR SITE VISITS1. MR. ARIF 0551961349DEWA-CONFIDENTIAL# THE CONTRACTOR#S WORK WILL FALL WITHI N THE PURVIEW OF SAFETY SURVEYSCONDUCTED REGULARLY BY THE DEWA SAFETY SECTION. ALL THE WORKMEN SHOULDWE						
2		ITEM-00001	AMC ELEVATOR 50342567 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				
3		ITEM-00001	AMC ELEVATOR 50342568 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				
4		ITEM-00001	AMC ELEVATOR 50342569 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				
5		ITEM-00001	AMC ELEVATOR 50342570 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				
6		ITEM-00001	AMC ELEVATOR 50342571 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				
7		ITEM-00001	AMC ELEVATOR 50342572 (DEWA HEAD OFFICE BUILDING AS PER ATTACHEDSPECIFICATIONS	1	NO				

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TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:

1-AMC Elevator

Comprehensive Annual Maintenance Contract for Mitsubishi Elevators (DEWA head office)

for contact : M.Arif Mushtaq/ 552239059

Site Visit Date <(>< Time :10/12/25 Payment Terms : 100% on statifactory completion

Note : Quotation from OEM 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

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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.

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