

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332600114
DATE : 13.01.2026
REQ No : 1032505398
REQ TITLE : oem 1032505398 Toshiba Amc
DELIVERY LOCATION
CLOSING DATE : 15.01.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	<p>COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF TOSHIBA ELEVATORS AT G+1 OFFICE BUILDING (DEWA OFFICE) ON PLOT NO: 6710102, AL BARSHA, DUBAI#DEWA-CONFIDENTIAL</p> <p>COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TOSHIBA ELEVATORS AT G+1 OFFICE BUILDING (DEWA OFFICE), PLOT NO. 6710102, AL BARSHA, DUBAI1. GENERAL REQUIREMENTS</p> <p>1.1 SITE ASSESSMENT# THE CONTRACTOR SHALL CONDUCT A DETAILED SITE VISIT AND INSPECTION OF ALL TOSHIBA ELEVATORS INSTALLED AT THE DEWA AL BARSHA G+1 OFFICE BUILDING.# THE ASSESSMENT SHALL COVER OPERATIONAL CONDITION, SAFETY PERFORMANCE, COMPONENT WEAR, SPARE PARTS REQUIREMENT, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).# FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM PROPOSAL SHALL BE SUBMITTED COVERING PREVENTIVE AND CORRECTIVE</p>	1	NO				

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			<p>MAINTENANCE, INCLUDING SUPPLY AND REPLACEMENT OF ALL CONSUMABLES AND SPARES. 1.2 CONTRACTOR QUALIFICATION# THE CONTRACTOR MUST BE AN AUTHORIZED SERVICE PROVIDER OR POS</p> <p>SESS A MINIMUM OF FIVE (5) YEARS OF EXPERIENCE IN THE MAINTENANCE OF TOSHIBA OR EQUIVALENT BRAND ELEVATORS.# THE CONTRACTOR SHALL SUBMIT VALID TRADE LICENSE, DUBAI MUNICIPALITY(DM) APPROVAL, SAFETY RECORDS, AND CLIENT REFERENCES FOR SIMILAR PROJECTS.# THE MAINTENANCE TEAM SHALL INCLUDE CERTIFIED LIFT TECHNICIANS AND LICENSED ELECTRICAL ENGINEERS WITH RELEVANT ELEVATOR MAINTENANCE CERTIFICATIONS. 1.3 CONTRACT DURATION# THE AMC PERIOD SHALL BE 12 MONTHS FROM THE DATE OF AWARD AND MAY BE RENEWED ANNUALLY BASED ON PERFORMANCE EVALUATION AND COMPLIANCE WITH DEWA STANDARDS. 1.4 COMPLIANCE# ALL MAINTENANCE ACTIVITIES</p>						

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			SHALL COMPLY WITH DUBAI MUNICIPALITY (DM)REGULATION S, ESMA (EMIRATES AUTHORITY FOR STANDARDIZATION & METROLOGY),DEWA INTERNAL SAFETY POLICIES, AND OTHER APPLICABLE UAE CODES.DEWA-CONFIDENTIAL.# MANDATORY THIRD-PARTY LOAD TEST AND INSPECTION CERTIFICATION(DM-APPROVED) SHALL BE OBTAINED FOR EACH ELEVATOR DURING THE A MC PERIOD.1.5 EQUIPMENT DETAILS EQUIPMENT NO. #TYPE #CAPACITY (KG) #SPEED (M/S)#STOPS #MANUFACTURER #LOCATION #TBA-01 #PASSENGER ELEVATOR #1000 #1.00 #G+1 #TOSHIBA#DEWA OFFICE, AL BARSHA #2. SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTENANCE (PPM)# PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PER ANNUM PER ELEVATOR), STRICTLY FOLLOWING THE MANUFACTURER#SRECOMMENDATIONS AND MAINTENANCE						

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			NANCE MANUALS.# ALL SERVICES SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVILDEPARTMENT STAFF.# THE CONTRACTOR SHALL PROVIDE DETAILED CHECKLISTS FOR EACH VISITCOVERING THE FOLLOWING TASKS: O INSPECTION AND ADJUSTMENT OF MECHANICAL,ELECTRICAL, AND SAFETY SYSTEMS.O LUBRICATION AND ALIGNMENT OF DOOR OPERATORS, GUIDE RAILS, AND TRACTIONCOMPONENTS.O TESTING OF LIMIT SWITCHES, SAFETY GEAR, BRAKES, ALARMS, AND CONTROL PANELS.O CLEANING OF MACHINE ROOM, ELEVATOR SHAFT, AND PIT.O CHECKING ROPES, SHEAVES, BEARINGS, AND WEAR INDICATOR S.O LOAD TESTING AS PER SAFETY AND REGULATORY STANDARDS.O UPDATING OF MAINTENANCE LOGBOOK AND SUBMISSION OF SERVICE REPORT AFTER EACH VISIT.# A THIRD-PARTY INSPECTION AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED ONCE PER YEAR.2.2 EMERGENCY &						

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			BREAKDOWN MAINTENANCE THE CONTRACTOR SHALL PROVIDE 24X7X365 EMERGENCY RESPONSE SERVICE. RESPONSE AND MOBILIZATION SHALL BE WITHIN: 2 HOURS FOR CRITICAL FAULTS SUCH AS PASSENGER ENTRAPMENT. 4 HOURS FOR NON-CRITICAL FAULTS. DEWA-CONFIDENTIAL BREAKDOWN SERVICES SHALL INCLUDE: ISOLATION, FAULT IDENTIFICATION, AND RECTIFICATION. REPLACEMENT OF DEFECTIVE PARTS WITH GENUINE TOSHIBA COMPONENTS. FULL FUNCTIONAL AND SAFETY TESTING PRIOR TO RECOMMISSIONING. A BREAKDOWN REPORT SIGNED BY DEWA REPRESENTATIVE MUST BE SUBMITTED AFTER EVERY INTERVENTION. 2.3 REPAIRS & COMPONENT REPLACEMENT THE CONTRACTOR SHALL CARRY OUT ALL MINOR AND MAJOR REPAIR WORKS REQUIRED TO MAINTAIN THE ELEVATORS IN FULL OPERATIONAL CONDITION. RESPONSIBILITIES INCLUDE: SUPPLY AND						

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			INSTALLATION OF REQUIRED SPARES AND CONSUMABLES.O REPLACE MENT OF WORN-OUT PARTS SUCH AS PUSH BUTTONS, SENSORS, DOORMECHANISMS, CONTROLLERS, AND MOTORS.O ENSURING ALL REPAIRS MEET ORIGINAL MANUFACTURER STANDARDS.O OBTAINING PRIOR WRITTEN APPROVAL FROM DEWA FOR ANY MAJOR REPLACEMENTS.2.4 SPARE PARTS & CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL TOSHIBA SPARE PARTS TO ENSURE MINIMAL DOWNTIME.# ONLY GENUINE OEM PARTS ARE TO BE USED.# A CRITICAL SPARE PARTS LIST SHALL BE SUBMITTED WITH THE AMC PROPOSAL.3. DELIVERABLES & DOCUMENTATIONTHE CONTRACTOR SHALL MAINTAIN AND REGULARLY UPDATE A SHARED DIGITAL FOLDER (MICROSOFT 365 OR EQUIVALENT) CONTAINING THE FOLLOWING DOCUMENTATION:# PREVENTIVE MAINTENANCE SCHEDULES (PLANNED VS.						

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			ACTUAL)# PPM AND BREAKDOWN REPORTS (SIGNED BY DEWA REPRESENTATIVE)# UPDATED ELEVATOR ASSET LIST WITH MODEL AND SERIAL NUMBERSDEWA-CONFIDENTIAL# SPARE PARTS USAGE AND INVENTORY RECORDS# THIRD-PARTY INSPECTION AND LOAD TEST CERTIFIES (DM-APPROVED)# INCIDENT AND SAFETY REPORTS# MONTHLY PERFORMANCE SUMMARY (FAULTS, DOWNTIME, AND PARTS REPLACED)# ANNUAL PERFORMANCE REPORT WITH RECOMMENDATIONS FOR SYSTEM IMPROVEMENT# ESCALATION MATRIX AND EMERGENCY CONTACT LIST4. PENALTIES FOR NON-COMPLIANCE NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYED HOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT #LATE SUBMISSION OF MAINTENANCE OR BREAKDOWN REPORTS #2% DEDUCTION PER DELA						

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			<p>YED REPORT #USE OF NON-OEM PARTS WITHOUT PRIOR APPROVAL #10% DEDUCTION FROM INVOICE AND MANDATORY REPLACEMENT #REPEATED NON-COMPLIANCE (3 OR MORE INSTANCES) #PERFORMANCE REVIEW AND POSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR PERSONNEL MUST COMPLY WITH DEWA SITE SAFETY RULES, UAE LABOR LAWS, AND HSE REQUIREMENTS.# THE CONTRACTOR SHALL SUBMIT: O RISK ASSESSMENTS , METHOD STATEMENTS, AND EMERGENCY RESPONSE PLANS BEFORE CONTRACT COMMENCEMENT.O PERMIT-TO-WORK (PTW) MUST BE OBTAINED PRIOR TO CARRYING OUT ANY WORK.# PROPER DISPOSAL OF REPLACED MATERIALS, LUBRICANTS, AND WASTE MUST FOLLOW DUBAI MUNICIPALITY ENVIRONMENTAL GUIDELINES.DEWA-CONFIDENTIAL6. PAYMENT TERMS# PAYMENTS SHALL BE MADE QUARTERLY, UPON: O SUCCESSFUL COMPLETION</p>						

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			OFSCHEDULE D MAINTENANCE VISITS.O SUBMISSION OF SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENTSTAFF.O ABSENCE OF UNRESOLVED NON-COMPLIANCE OR PENALTIES.7. COMPLIANCE & APPROVALS# THE CONTRACTOR SHALL SUBMIT A COMPLIANCE STATEMENT CONFIRMINGADHERENCE TO ALL APPLICABLE ST ANDARDS, MANUFACTURER RECOMMENDATIONS, ANDUAE REGULATIONS.# ANY DEVIATION FROM THE APPROVED SCOPE, SCHEDULE, OR SPECIFICATIONSSHALL REQUIRE WRITTEN APPROVAL FROM DEWA.8. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY #KPI / REQUIREMENT#PERFORMANCE TARGET #EMERG ENCY RESPONSE #RESPONSE TO CRITICAL FAULTS #WITHIN 2 HOURS #PPM COMPLETION #MONTHLY SCHEDULED VISITS #100% ON SCHEDULE #MINOR REPAIR S #RECTIFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFICATION TIMELINE						

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			#WITHIN 72 HOURS OR MUTUALLY AGREED #REPORT SUBMISSION #AFTER EACH PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS#MONTHLY REPORTING #SUBMISSION OF SUMMARY REPORT #BY 5TH WORKING DAY OFF FOLLOWING MONTH #ANNUAL SUMMARY REPORT #SYSTEM PERFORMANCE & RECOMMENDATIONS #1 MONTH 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 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						

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			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 T IME KEEP INFLAMMABLE SUBSTANCES IN THE PLANT/WORK AREAS. # ALL HAZARDOUS WASTES SHALL BE MOV						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance Contract of TOSHIBA elevators at G+1
 Office Building (DEWA Office) on Plot No: 6710102, Al Barsha, Dubai

for more information contact M.Arif Mushtaq - Phone 552239059

site visit date :13.11.2025

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Payment Terms : Payments shall be made quarterly

Remarks: Kindly obtain Quotation from OEM M/s TOSHIBA ELEVATOR MIDDLE EAST LLC.

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.

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.

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SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP