

## 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+1OFFICE BUILDING (DEWA OFFICE) ON PLOT NO: 6710102, AL BARSHA, DUBAI#DEWA-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TOSHIBA ELEVATORS AT G+1OFFICE BUILDING (DEWA OFFICE), PLOT NO. 6710102, AL BARSHA, DUBAI1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE CONTRACTOR SHALL CONDUCT A DETAILED SITE VISIT AND INSPECT ION OFALL TOSHIBA ELEVATORS INSTALLED AT THE DEWA AL BARSHA G+1 OFFICEBUILDING.# THE ASSESSMENT SHALL COVER OPERATIONAL CONDITION, S AFETY PERFORMANCE,COMPONENT WEAR, SPARE PARTS REQUIREMENT, AND MODERNIZATIONRECOMMENDATIONS (IF APPLICABLE).# FINDINGS SHALL BE DOCU MENTED, AND A COMPREHENSIVE LUMP-SUM PROPOSALSHALL 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 AMINIMUM OF FIVE (5) YEARS OF EXPERIENCE IN THE MAINTENANCE OF TOSHIBA OREQUIVALENT BRAND ELEVATORS.# THE CONTRACTOR SHALL SUBM</p> <p>IT VALID TRADE LICENSE, DUBAI MUNICIPALITY(DM) APPROVAL, SAFETY RECORDS, AND CLIENT REFERENCES FOR SIMILARPROJECTS.# THE MAINTENANCE</p> <p>TEAM SHALL INCLUDE CERTIFIED LIFT TECHNICIANS ANDLICENSED ELECTRICAL ENGINEERS WITH RELEVANT ELEVATOR MAINTENANCECERTIFICATIONS.1.3</p> <p>CONTRACT DURATION# THE AMC PERIOD SHALL BE 12 MONTHS FROM THE DATE OF AWARD AND MAY BERENEWED ANNUALLY BASED ON PERFORMANCE EVALUAT</p> <p>ION AND COMPLIANCE WITHDEWA STANDARDS.1.4</p> <p>COMPLIANCE# ALL MAINTENANCE ACTIVITIES</p> |     |     |              |          |            |             |

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|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>SHALL COMPLY WITH DUBAI MUNICIPALITY (DM)REGULATION<br/>S, ESMA (EMIRATES AUTHORITY FOR STANDARDIZATION &amp; 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<br/>MC PERIOD.1.5 EQUIPMENT DETAILS EQUIPMENT NO. #TYPE #CAPACITY (KG) #SPEED (M/S)#STOPS #MANUFACTURER #LOCATION #TBA-01 #PASSENGER ELE<br/>VATOR #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 PERANNUM PER ELEVATOR), STRICTLY FOLLOWING THE MANUFACTURER#SRECOMMENDATIONS AND MAINTENANCE</p> |     |     |              |          |            |             |

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|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>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 CONTROLPANELS.O CLEANING OF MACHINE ROOM, ELEVATOR SHAFT, AND PIT.O CHECKING ROPES, SHEAVES, BEARINGS, AND WEAR INDICATOR</p> <p>S.O LOAD TESTING AS PER SAFETY AND REGULATORY STANDARDS.O UPDATING OF MAINTENANCE LOGBOOK AND SUBMISSION OF SERVICE REPORT AFTEREACH VISIT.# A THIRD-PARTY INSPECTION AND CERTIFICATION (DM-APPROVED) MUST BEOBTAINED ONCE PER YEAR.2.2 EMERGENCY &amp;</p> |     |     |              |          |            |             |

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|-------|-----------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>BREAKDOWN MAINTENANC<br/>EO THE CONTRACTOR SHALL PROVIDE 24X7X365<br/>EMERGENCY RESPONSE SERVICE.O RESPONSE<br/>AND MOBILIZATION SHALL BE WITHIN:O 2 HOURS<br/>FOR CRITIC<br/>AL FAULTS SUCH AS PASSENGER ENTRAPMENT.O<br/>4 HOURS FOR NON-CRITICAL<br/>FAULTS.DEWA-CONFIDENTIALO BREAKDOWN<br/>SERVICES SHALL INCLUDE:O ISOLA<br/>TION, FAULT IDENTIFICATION, AND<br/>RECTIFICATION.O REPLACEMENT OF DEFECTIVE<br/>PARTS WITH GENUINE TOSHIBA COMPONENTS.O<br/>FULL FUNCTIONAL AND<br/>SAFETY TESTING PRIOR TO RECOMMISSIONING.O<br/>A BREAKDOWN REPORT SIGNED BY DEWA<br/>REPRESENTATIVE MUST BE SUBMITTEDAFTER<br/>EVERY INTERVENTIO<br/>N.2.3 REPAIRS &amp; COMPONENT REPLACEMENTO<br/>THE CONTRACTOR SHALL CARRY OUT ALL MINOR<br/>AND MAJOR REPAIR WORKSREQUIRED TO<br/>MAINTAIN THE ELEVA<br/>TIONS IN FULL OPERATIONAL CONDITION.O<br/>RESPONSIBILITIES INCLUDE:O SUPPLY AND</p> |     |     |              |          |            |             |

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|-------|-----------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>INSTALLATION OF REQUIRED SPARES AND CONSUMABLES.O REPLACE<br/>MENT OF WORN-OUT PARTS SUCH AS PUSH<br/>BUTTONS, SENSORS, DOORMECHANISMS,<br/>CONTROLLERS, AND MOTORS.O ENSURING ALL<br/>REPAIRS MEET ORIGINAL M<br/>ANUFACTURER STANDARDS.O OBTAINING PRIOR<br/>WRITTEN APPROVAL FROM DEWA FOR ANY MAJOR<br/>REPLACEMENTS.2.4 SPARE PARTS &amp;<br/>CONSUMABLES# THE CON<br/>TRACTOR SHALL MAINTAIN AN ADEQUATE STOCK<br/>OF CRITICAL TOSHIBASPARE PARTS TO ENSURE<br/>MINIMAL DOWNTIME.# ONLY GENUINE OEM PARTS<br/>ARE TO B<br/>E USED.# A CRITICAL SPARE PARTS LIST SHALL BE<br/>SUBMITTED WITH THE AMC PROPOSAL.3.<br/>DELIVERABLES &amp; DOCUMENTATIONTHE<br/>CONTRACTOR SHALL MA<br/>INTAIN AND REGULARLY UPDATE A SHARED<br/>DIGITALFOLDER (MICROSOFT 365 OR EQUIVALENT)<br/>CONTAINING THE FOLLOWINGDOCUMENTATION:#<br/>PREVENTIVE<br/>MAINTENANCE SCHEDULES (PLANNED VS.</p> |     |     |              |          |            |             |

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|-------|-----------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>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 CERTIFICATES (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</p> <p>NON-COMPLIANCE EVENT #PENALTY #DELAY IN EMERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM QUARTERLY AMC INVOICE</p> <p>#MISSED MONTHLY PPM VISIT #10% DEDUCTION PER MISSED VISIT #LATE SUBMISSION OF MAINTENANCE OR BREAKDOWN REPORTS #2% DEDUCTION PER DELA</p> |     |     |              |          |            |             |

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|-------|-----------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|--------------|----------|------------|-------------|
|       |           |            | <p>YED REPORT #USE OF NON-OEM PARTS WITHOUT PRIOR APPROVAL #10% DEDUCTION FROM INVOICEAND MANDATORY REPLACEMENT #REPEATED NON-COMPLIANC E (3 OR MORE INSTANCES) #PERFORMANCE REVIEW ANDPOSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY &amp; ENVIRONMENTAL (HSE) REQUIREMENTS# ALL CONTRACTOR PERSONNEL MUST COMPLY WITH DEWA SITE SAFETY RULES, UAELABOR LAWS, AND HSE REQUIREMENTS.# THE CONTRACTOR SHALL SUBMIT:</p> <p>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 MUSTFOLLOW DUBAI MUNICIPALITY ENVIRONMENTAL GUIDELINES.DEWA-CONFIDENTIAL6. PAYMENT TERMS# PAYMENTS SHALL BE MADE QUARTERLY, UPON: O SUCCESSFUL COMPLETION</p> |     |     |              |          |            |             |



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

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|       |           |            | <p>#WITHIN 72 HOURS OR MUTUALLY AGREED<br/>#REPORT SUBMISS<br/>ION #AFTER EACH PPM OR BREAKDOWN #WITHIN 2<br/>WORKING DAYS#MONTHLY REPORTING<br/>#SUBMISSION OF SUMMARY REPORT #BY 5TH<br/>WORKING DAY OFFOLLOW<br/>ING MONTH #ANNUAL SUMMARY REPORT #SYSTEM<br/>PERFORMANCE &amp; RECOMMENDATIONS #1<br/>MONTHBEFORE CONTRACT EXPIRY #GENERAL<br/>CONDITIONS# THE CONTR<br/>ACTOR AT DEWA WORK PREMISES SHALL FOLLOW<br/>DEWA SAFETY &amp;ENVIRONMENT POLICY, RULES<br/>AND REGULATIONS DURING THE CONTRACT<br/>PERIOD.# THE CON<br/>TRACTOR SHALL CARRY OUT RISK ASSESSMENT<br/>FOR ALL HIS WORKS. THISRISK ASSESSMENT<br/>SHALL BE FROM SAFETY AS WELL AS<br/>OCCUPATIONAL HEALTHCO<br/>NSIDERATIONS. (DEWA FORMAT TO BE USED).#<br/>TOOLBOX TALKS SHOULD BE GIVEN TO THE<br/>WORKERS BY THEIR SUPERVISOR, COPYOF WHICH<br/>SHALL BE GIV<br/>EN TO DEWA.# NO WELDING, FLAME HEATING OR</p> |     |     |              |          |            |             |

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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 TIME 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**