

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332601800
DATE : 24.07.2026
REQ No : 1032602476
REQ TITLE : agent otis 1032602476
DELIVERY LOCATION
CLOSING DATE : 28.07.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DEWA-CONFIDENTIALCOMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR ELEVATORS (JAFZA NETWORKOFFICE) SCOPE OF WORK & TECHNICAL SPECIFICATI ONS1.GENERAL REQUIREMENTS1.1 SITE ASSESSMENT #THE ASSESSMENT SHALL COVER SYSTEM OPERATIONALCONDITIONS, SAFETY CHECKS, REQUIRED SPARE PARTS,AND MODERNIZATIONRECOMMENDATIONS (IF APPLICABLE).#FINDINGS SHALL BE DOCUMENTED, AND ACOMPREHENSIVE LUMP-SUM QUOTATION, INCLUD ING PREVENTIVE,CORRECTIVEMAINTENANCE AND SPARE PARTS, SHALL BE PROVIDED.1.2 CONTRACTOR QUALIFICATION#THE CONTRACTOR MUST POSSESS A M INIMUM OF FIVE (5) YEARS OF PROVENEXPERIENCE IN THE MAINTENANCE OF OTIS ELEVATORS OR EQUIVALENT HIGH-RISEELEVATOR SYSTEMS.#THE CONTR ACTOR SHALL PROVIDE TRADE LICENSES,THIRD-PARTY CERTIFICATION (SUCH AS DM APPROVAL), SAFETY RECORDS, ANDCLIENT	1	NO				

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			REFERENCES.#THE MAINTENANCE TEAM MUST INCLUDE CERTIFIED LIFTTECHNICIANS AND LICENSED ELECTRICAL ENGINEERS.1.3 CONTRACT DURATION#THE AMC DURATION SHALL BE FOR TWELVE (12) MONTHS FROM THE DATE OF AWARD, WITH THE POSSIBILITY OF RENEWAL SUBJECT TO SATISFACTORY PERFORMANCE.1.4 COMPLIANCE#ALL SERVICES MUST COMPLY WITH DUBAI MUNICIPALITY (DM), DEWA INTERNAL POLICIES, EMIRATES AUTHORITY FOR STANDARDIZATION AND METROLOGY (ESMA), AND OTHER APPLICABLE UAE REGULATIONS.DEWA-CONFIDENTIAL#MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED ANNUALLY.2.SCOPE OF WORK2.1 PLANNED PREVENTIVE MAINTENANCE SERVICES#PREVENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PER ANNUM PER EQUIPMENT), STRICTLY AS PER OTIS LATEST MANUFACTURER GUIDELINES.#EACH PPM						

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			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.#CLEANING OF ELEVATOR SHAFTS, PITS, CONTROL PANELS, AND MACHINE ROOMS.#CHECKING OF ROPES, SHEAVES, BEARINGS, AND WEAR INDICATORS.#LOAD TESTING (IF REQUIRED) AS PER SAFETY PROTOCOLS.#UPDATING MAINTENANCE LOGS AFTER EACH VISIT.#MANDATORY THIRD-PARTY LOAD TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED.#SUBMISSION OF A DETAILED PPM REPORT, SIGNED BY DEWA CPE&WM						

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			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 P ERSONNEL WITHIN 3 HOURS FOR CRITICAL ISSUES SUCH AS ELEVATOR ENTRAPMENT.DEWA- CONFIDENTIAL#ISOLATION, TROUBLESHOOTING, AND RECTIFICATION OF FAULTS ENSURING MINIMAL 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.#THE CONTRACTOR SHALL:#SUPPLY						

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			ALL LABOR, TOOLS, AND CERTIFIED PARTS.#REPAIR OR REPLACE WORN-OUT COMPONENTS SUCH AS DOOR 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 & CONSUMABLES#THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPARE PARTS TO MINIMIZE DOWNTIME.#ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER)PARTS SHALL BE USED.#AN APPROXIMATE CRITICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THE AMC PROPOSAL.3.DELIVERABLES & DOCUMENTATIONTHE CONTRACTOR SHALL PROVIDE AND MAINTAIN A STRUCTURED MICROSOFT 365 SHARED FOLDER FOR ALL PROJECT DOCUMENTATION, INCLUDING:#MAINTENANCE SCHEDULES (PLANNED VS.						

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			ACTUAL)DEWA-CONFIDENTIAL#MAINTENANCE LOGS (PPM AND BREAKDOWN)#UPDATE D 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 PERFORMANCE REPORTS SUMMARIZING T ASKS, FAULTS RECTIFIED, PARTSREPLACED#ANNUAL MAINTENANCE SUMMARY REPORT WITH RECOMMENDATIONS FOR SYSTEMUPGRADES OR LIFECYCLEIMPROVEMENTS#ESCALATION MATRIX FOR EMERGENCIES AND OPERATIONAL ISSUES4.PENALTIES FOR NON-COMPLIANCENON-COMPLIANCE EVENT #PENALTY #DELAY IN E MERGENCY RESPONSE BEYOND 3 HOURS #5% DEDUCTION PER DELAYEDHOUR FROM QUARTERLY AMC INVOICE #MISSED MONTHLY PPM VISIT #10% DEDUCTION P ER MISSED VISIT FROM QUARTERLYAMC PAYMENT						

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			#LATE SUBMISSION OF MAINTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT#USE OF NON-OEM PA RTS WITHOUT APPROVAL #10% PENALTY ON INVOICE ANDMANDATORY PART REPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) #PERFORM ANCE REVIEW ANDPOSSIBLE CONTRACT TERMINATION #5.HEALTH, SAFETY & ENVIRONMENTAL (HSE) REQUIREMENTS#ALL CONTRACTOR STAFF MUST FOLLOW D EWA#S SITE-SPECIFIC SAFETY RULES ANDUAE LABOR LAWS.#SITE-SPECIFIC RISK ASSESSMENTS, METHOD STATEMENTS, ANDEMERGENCY RESPONSE PLANS M UST BESUBMITTED AND OBTAIN PTW BEFORE CONTRACTCOMMENCEMENT.#CONTRACTOR TO ENSURE PROPER DISPOSAL OF WASTE MATERIALS(USED PARTS, LUBR ICANTS) AS PERENVIRONMENTAL REGULATIONS.6.PAYMENT TERMS#PAYMENTS SHALL BE MADE QUARTERLY, UPON SATISFACTORY COMPLETION OFSCHEDULED P						

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			REVENTIVEMAINTENANCE AND BREAKDOWN SERVICES, SUBJECT TO:#SUBMISSION OF DULY SIGNED MAINTENANCE REPORTS BY DEWA CIVIL DEPARTMENTSTAFF .#NO OUTSTANDING PENALTIES FOR SLA BREACHES.7.COMPLIANCE & APPROVALS#THE CONTRACTOR MUST SUBMIT A COMPLIANCE STATEMENT CONFIRMING ADHERENCETO ALL RELEVANTSTANDARDS AND REGULATIONS.#ANY DEVIATION FROM SCOPE ORSCHEDULE MUST BE PRE-APPROVED BY DEWA IN WRITING.8.SERVI CE LEVEL AGREEMENT (SLA) MATRIXSLA CATEGORY #KPI / REQUIREMENT#PERFORMANCE TARGET #EMERGENCY RESPONSE #RESPONSE TO CRITICAL FAULTS # WITHIN 3 HOURS #PPM COMPLETION #MONTHLY PPM VISITS COMPLETED #100% ON SCHEDULE #SLA CATEGORY #KPI / REQUIREMENT #PERFORMANCE TARGET #MINOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS #RECTIFICATION TIMELINE #WITHIN 72 HOURS OR						

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			MUTUALLY AGREED #R EPORT SUBMISSION #AFTER PPM OR BREAKDOWN #WITHIN 2 WORKING DAYS #MONTHLY REPORTING #SUBMISSION OF ACTIVITY REPORTS #BY 5TH WORKING D AY OF THE MONTH #ANNUAL SUMMARY REPORT #SYSTEM PERFORMANCE AND IMPROVEMENT PLAN #1MONTH BEFORE CONTRACT EXPIRY #GENERAL CONDITIONS#TH E CONTRACTOR AT DEWA WORK PREMISES SHALL FOLLOW DEWA SAFETY & ENVIRONMENT POLICY, RULES AND REGULATIONS DURING THE CONTRACT PERIOD.#TH E 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.						

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			SHALL BE CARRIEDOUT WITHOUT SPECIFIC CLEARANCE FROM DEWA THROUGH"HOT WORK PERMITS". THE HOT WORKPERMIT IF REQUIRED SHALL BE OBTAINED ONDAILY BASIS.#THE CONTRACTOR SHALL AT NO TIME KEEP INFLAMMABLE SUBSTANCES IN THEPLANT/WORK AREAS.#ALL HAZARDOUS WASTES SHALL BE MOVED UNDER DIRECTION FROM AND WITHWRITTEN APPROV AL TODewa SPECIAL STORAGE AREA.DEWA-CONFIDENTIAL#THE CONTRACTOR#S WORK WILL FALL WITHIN THE PURVIEW OF SAFETY SURVEYSCONDUCTED REGUL ARLYBY THE DEWA SAFETY SECTION. ALL THE WORKMEN SHOULDWEAR NECESSARY PPES LIKE UNIFORM,SAFETY SHOES AND HELMET WHILE AT WORK.#ALL CR ANES, VEHICLES, SPECIAL TOOLS OF CONTRACTOR SHALL BE INSPECTEDAND TESTED BY CAPABLEAUTHORITIES AND CONTRACTOR SHALL PROVIDE DEWA WIT H COPY OF CERTIFICATES OF THEIR						

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			FITNESSBEFORE THEIR USE AT SITE.#THE CONTRACTOR SHALL PRODUCE ALL EQUIPMENT LIKE RIGGING TOOLS, GRIND INGMAHINES, DRILLINGMAHINES, HAND TOOLS, PRECISION TOOLS WITH ALL VALIDTEST CERTIFICATES FROM 3RD PARTYLICENSED CERTIFYING AGENCIE S.#ERECTION & USE OF SCAFFOLDING, USE OF LIFTING TROLLEYS SHALL BECERTIFIED BY DEWAAUTHORIZED PERSONNEL AND SHALL BE						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Comprehensive Annual Maintenance Contract for Elevators

Note: Kindly obtain quotation from OEM, M/s OTIS

Contact: Muhammad Arif Mushtaq / 552239059

Site Visit: 16.06.2026 @10:00

MATERIAL AND OR SERVICE PROVIDED TO DEWA SHOULD PREFERABLY BE ENERGY EFFICIENT AND ENVIRONMENT FRIENDLY.

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Payment: Quarterly

STANDARD TERMS & CONDITIONS

- 1) RFQ Document Disclaimer: The PDF version of this Request for Quotation (RFQ) is provided for convenience only and contains a summary of key information. It does not include all technical details, requirements, or specifications. Bidders must refer to the complete system documentation and all referenced materials to obtain full and accurate information necessary for preparing their proposals.
- 2) Prices should be 'DDP' delivery duty paid at DEWA stores.
- 3) Quotation to be submitted only in local currency U.A.E Dirhams
- 4) DEWA Standard Payments: Payment will be made within 30 days from the date the Supplier/Contractor submits a complete and accurate invoice, together with all required supporting documents, subject to the material and/or services having been duly accepted.
- 5) 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.
- 6) The offered product and/or services in the Quotation, shall be confirming and in accordance with DEWA Energy Management Policy & EnMS Manual.
- 7) 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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8) Data Privacy, Security and Sharing:

- a) Third-party shall handle DEWA data in accordance with all applicable laws, regulations, and DEWA policies.
- b) DEWA data shall not be shared outside UAE, in line with DESC ISR requirements.
- c) DEWA's Non-Disclosure Agreement (NDA) and External Party Acknowledgment (EPA) shall be signed by the third-party and their sub-contractors who handle DEWA data prior to the contract commencement.
- d) DEWA reserves the right to withhold data from third parties if deemed sensitive.
- e) Access to data must be restricted to authorized, named third-party employees only and DEWA must be informed of any changes in employment status of those with access.
- f) Third party shall not disclose, transfer or share any DEWA data with other third parties (government, semi government, private) without obtaining DEWA's authorized data owner written approval.
- g) Upon the completion/ termination of the agreement the external party shall securely delete all DEWA's data in their custody/ control including the backup and provide written confirmation and evidence to DEWA upon the data deletion completion as per agreed data disposal process, this is to address risk of data remanence.

9) Liquidated Damages for PO total value in excess of AED 50,000:

If the Contractor/Supplier delays or fails to deliver, fails to commence or perform the services, DEWA has the right to deduct an amount equal to 1.25% per day/week of the total PO fee for the services/supplies delayed, not performed or not delivered, subject to a cap of 10% of the total PO fee without recourse to any judicial proceedings, as compensation for the delay or failure to perform. If the deducted amount exceeds 10% of the total PO fee, without prejudice to any of DEWA's rights under the applicable law, DEWA shall be entitled to terminate the PO immediately without the need for any notice or judicial proceedings against the defaulting Supplier, and without the need to prove the damage.

10) Indemnity: The Supplier shall indemnify DEWA from and against all claims, damages, costs and liabilities brought by any third party against DEWA arising out of or in connection with any of acts or omissions of the Supplier/Contractor, or any failure to perform its obligations under this PO.

11) Dispute Resolution: Any dispute arising out of or in connection with this PO shall be settled through mutual good faith negotiation and understanding between the Parties: Failing amicable settlement, the dispute shall finally be referred to the courts having appropriate jurisdiction in the Emirate of Dubai.

12) Intellectual Property Rights: The Supplier/Contractor shall not use DEWA's intellectual property, including logos, trademarks, service marks, trade names, service names, and brand names, whether

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in a press release or otherwise, without obtaining DEWA's prior written consent. All intellectual property rights in the deliverables created or developed, under this PO, shall be solely owned by DEWA.

13) Assignment and Transfer: The Supplier/Contractor shall not assign this PO or any part thereof without the prior written consent of DEWA. Such consent shall not relieve the Contractor of any of its obligations or duties under this PO.

14) Force Majeure: If either party is affected by a Force Majeure event, it will promptly notify the other party of the nature and extent thereof. Neither party will be deemed to be in breach of this PO, by reason of any delay or non-performance, of any of its obligations hereunder, due to any Force Majeure event of which it has notified the other party. The time for performance of these obligations will be extended accordingly as may be fair and reasonable in the circumstances. Provided always that if the duration of such delay or impediment exceeds thirty (30) days, either party may give a fifteen (15) working days' notice to terminate a specific item or the PO in its entirety.

15) Certificate of Conformity for Green Materials and Services Specifications: The Bidder shall, wherever applicable, provide a Certificate of conformity issued by accredited body/ laboratory as proof of compliance with the applicable green materials, services and specifications.

16) Taking Over Certificate: TOC shall be issued only after full delivery or completion of the service or deliverables. TOC will be issued conditionally ("conditional TOC") with the reasonable guarantee/observation in case of any defects after delivery or completion of the PO.

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SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP