

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2412500783  
**DATE** : 19.05.2025  
**REQ No** : 1032502173  
**REQ TITLE** : 1-1032502173: Annual  
**DELIVERY LOCATION**  
**CLOSING DATE** : 23.05.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	<p>COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR 9 NOS. KONE ELEVATORS(OFFICES BUILDING AND ACCOMMODATION FOR DISTRIBUTION DIVISION AT RUWAIYAH) SCOPE OF WORK &amp; TECHNICAL SPECIFICATIONS1. GENERAL REQUIREMENTS1.1 SITE ASSESSMENT# THE CONTRACTOR SHALL PERFORM A DETAILED INSPECTION OF ALL 9 ELEVATORSLOCATED AT THE DEWA OFFICES AND ACCOMMODATION BUILDINGS AT RUWAIYAH. #THE ASSESSMENT SHALL COVER SYSTEM OPERATIONAL CONDITIONS, SAFETY CHECKS,REQUIRED SPARE PARTS, AND MODERNIZATION RECOMMENDATIONS (IF APPLICABLE).# FINDINGS SHALL BE DOCUMENTED, AND A COMPREHENSIVE LUMP-SUM QUOTATION,INCLUDING PREVENTIVE, CORRECTIVE MAINTENANCE AND SPARE PARTS, SHALL BEPROVIDED.1</p> <p>.2 CONTRACTOR QUALIFICATION# THE CONTRACTOR MUST POSSESS A MINIMUM OF FIVE (5) YEARS OF PROVENEXPERIENCE IN THE</p>	1	LS				

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			<p>MAINTENANCE OF KONE 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 (12) 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 TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED. 2. SCOPE OF</p>						

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			<p>WORK2.1 PLANNED PREVENTIVE MAINTENANCE SERVICES#PREV  ENTIVE MAINTENANCE SHALL BE CARRIED OUT MONTHLY (12 VISITS PERANNUM PER EQUIPMENT),STRICTLY AS PER KONE'S LATEST MANUFACTURERGUIDELI  NES.#EACH PPM SHALL BE PERFORMED IN THE PRESENCE OF DEWA CIVILDEPARTMENT STAFF AND DOCUMENTEDWITH DETAILED CHECKLISTS.#PPM ACTIVITIE  SSHALL INCLUDE BUT NOT BE LIMITED TO:#INSPECTION OF MECHANICAL, ELECTRICAL, AND SAFETY COMPONENTS.#LUBRICATION OF MOVING PARTS AND A  DJUSTMENT OF ELEVATOR CAR DOOR ANDSHAFT EQUIPMENT.#CALIBRATION AND TESTING OF LIMIT SWITCHES, SAFETY GEAR, AND ALARMSYSTEMS.#CLEANIN  G OF ELEVATOR SHAFTS, PITS, CONTROL PANELS, AND MACHINE ROOMS.#CHECKING OF ROPES, SHEAVES, BEARINGS, AND WEAR INDICATORS.#LOAD TESTI  NG (IF REQUIRED) AS PER SAFETY</p>						

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			<p>PROTOCOLS.#UPDATING MAINTENANCE LOGS AFTER EACH VISIT.#MANDATORY THIRD-PARTY TESTING AND CERTIFICATION (DM-APPROVED) MUST BE OBTAINED ANNUALLY.#SUBMISSION OF A DETAILED PPM REPORT, SIGNED BY DEWA CPE&amp;WM REPRESENTATIVE, AFTER EACH VISIT.</p> <p>2.2 EMERGENCY AND BREAKDOWN MAINTENANCE#THE CONTRACTOR SHALL PROVIDE 24/7/365 EMERGENCY BREAKDOWN SERVICES WITH THE FOLLOWING REQUIREMENTS:DEWA-CONFIDENTIAL# IMMEDIATE RESPONSE UPON NOTIFICATION.# MOBILIZATION OF SERVICE PERSONNEL WITHIN 3 HOURS FOR CRITICAL ISSUES SUCH AS ELEVATOR ENTRAPMENT.# 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</p>						

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			<p>N.# 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 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#S SPECIFICATIONS AND STANDARDS.2.4 SPARE PARTS &amp; CONSUMABLES# THE CONTRACTOR SHALL MAINTAIN AN ADEQUATE STOCK OF CRITICAL SPARE PARTS TO MINIMIZE DOWNTIME.# ONLY GENUINE OEM (ORIGINAL EQUIPMENT MANUFACTURER) KONE PARTS SHALL BE USED.# AN APPROXIMATE CRITICAL SPARE PARTS LIST MUST BE SUBMITTED WITH THE AMC PROPOSAL.3. DELIVERABLES &amp;</p>						

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			<p>DOCUMENTATIOND                      EWA-CONFIDENTIALTHE CONTRACTOR SHALL                      PROVIDE AND MAINTAIN A STRUCTURED                      MICROSOFT 365SHARED FOLDER FOR ALL                      PROJECT DOCUMENTATION, INC                      LUDING:# MAINTENANCE SCHEDULES (PLANNED                      VS. ACTUAL)# MAINTENANCE LOGS (PPM AND                      BREAKDOWN)# UPDATED ASSET LIST (ELEVATOR                      UNITS WITH M                      ODEL/SERIAL NUMBERS)# SPARE PARTS                      INVENTORY RECORDS# PPM AND CORRECTIVE                      MAINTENANCE REPORTS (SIGNED COPIES)#                      THIRD-PARTY CERTIFICATI                      ON REPORTS (DM APPROVED)# INCIDENT                      REPORTS FOR MAJOR FAULTS# MONTHLY                      PERFORMANCE REPORTS SUMMARIZING TASKS,                      FAULTS RECTIFIED, PARTSR                      EPLACED# ANNUAL MAINTENANCE SUMMARY                      REPORT WITH RECOMMENDATIONS FOR                      SYSTEMUPGRADES OR LIFECYCLE                      IMPROVEMENTS# ESCALATION MATRIX FOR                      EMERGENCIES AND OPERATIONAL ISSUES4.                      PENALTIES FOR NON-COMPLIANCE</p>						

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			<p>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 FROM QUARTERLY AMC PAYMENT #LATE SUBMISSION OF MAINTENANCE REPORTS #2% DEDUCTION PER DELAYED REPORT #USE OF NON-OEM PARTS WITHOUT APPROVAL #10% PENALTY ON INVOICE AND MANDATORY PART #PENALTY #NON-COMPLIANCE EVENT #REPLACEMENT #REPEATED NON-COMPLIANCE (MORE THAN 3 INSTANCES) # PERFORMANCE REVIEW AND POSSIBLE CONTRACT TERMINATION #5. HEALTH, SAFETY &amp; ENVIRONMENTAL (HSE) REQUIREMENTS # ALL CONTRACTOR STAFF MUST FOLLOW DEWA'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</p>						

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			<p>BEFORE CONTRACT COMMENCEMENT. # CONTRACTOR TO ENSURE PROPER DISPOSAL OF WASTE MATERIALS (USED PARTS, LUBRICANTS) AS PER ENVIRONMENTAL REGULATIONS. 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 &amp; 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. SERVICE LEVEL AGREEMENT (SLA) MATRIX SLA CATEGORY # KPI / REQUIREMENT # PERFORMANCE TARGET # EMERGENCY RESPONSE # RESP</p>						

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			<p>ONSE TO CRITICAL FAULTS #WITHIN 3 HOURS                      #PPM COMPLETION #MONTHLY PPM VISITS                      COMPLETED #100% ON SCHEDULE #MINOR                      REPAIRS #RECTIFICATIO                      N TIMELINE #WITHIN 24 HOURS #MAJOR REPAIRS                      #RECTIFICATION TIMELINE #WITHIN 72 HOURS OR                      MUTUALLY AGREED #REPORT SUBMISSION #AFTER                      PPM                      OR BREAKDOWN #WITHIN 2 WORKING DAYS                      #MONTHLY REPORTING #SUBMISSION OF ACTIVITY                      REPORTS #BY 5TH WORKING DAY OF THE MONTH                      #ANNUAL SUMMA                      RY REPORT #SYSTEM PERFORMANCE AND                      IMPROVEMENT PLAN #1MONTH BEFORE                      CONTRACT EXPIRY #GENERAL CONDITIONS# THE                      CONTRACTOR AT DEWA WORK P                      REMISES SHALL FOLLOW DEWA SAFETY                      &amp; 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</p>						

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			<p>HEALTHCONSIDERATIONS. (DEWA FORMAT TO BE USED).# TOOLBOX TALKS SHOULD BE GIVEN TO THE WORKERS BY THEIR SUPERVISOR, COPYOF 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 ONDAILY BASIS.# THE CONTRACTOR SHALL AT NO TIME KEEP INFLAMMABLE SUBSTANCES IN THEPLANT/WORK AREAS.DEWA-CONFIDENTIAL# ALL HAZARDOUS WASTES SHALL BE MOVED UNDER DIRECTION FROM AND WITHWRITTEN APPROVAL TO DEWA SPECIAL STORAGE AREA.DEWA-CONFIDENTIAL# THE CONTRACTOR#S WORK WILL FALL WITHIN THE PURVIEW OF SAFETY SURVEYSCONDUCTED REGULARLY BY THE DEWA SAFETY SECTION. ALL THE WORKMEN SHOULDWEAR NECESSARY PPES LIKE</p>						

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			UNIFORM, SAFETY SHOES AND HELMET WHILE AT WORK.# ALL CRANES, VEHICLES, SPECIAL TOOLS OF CONTRACTOR SHALL BE INSPECTED AND TESTED BY CAPABLE AUTHORITIES AND CONTRACTOR SHALL PROVIDE D EWA WITH COPY OF CERTIFICATES OF THEIR FITNESS BEFORE THEIR USE AT SITE.# THE CONTRACTOR SHALL PRODUCE ALL						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

### **SPECIAL NOTES / INSTRUCTIONS:**

Comprehensive Annual Maintenance Contract for 9 Nos. KONE Elevators

for more information : M.Arif Mushtaq / 552239059

Site Visit Date <(>&<)> Time : 9/5/25 at 9 am

Payment Terms : 100% on statutory completion

### **STANDARD TERMS & CONDITIONS**

1) Prices should be 'DDP' delivery duty paid at DEWA stores.

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- 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.

**SUPPLIER'S REMARKS :**

**SUPPLIER'S SIGNATURE AND STAMP**