

## REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

**RFQ NUMBER** : 2332503257  
**DATE** : 15.12.2025  
**REQ No** : 1032505785  
**REQ TITLE** : Information Security Culture  
**DELIVERY LOCATION**  
**CLOSING DATE** : 19.12.2025  
**CLOSING TIME** : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	CURRENT STATE MAPPING:- REVIEW EXISTING AWARENESS CONTENT, DELIVERY CHANNELS, PARTICIPATION DATA, AND STAKEHOLDER COVERAGE.- EVALUATE CULTURAL INDICATORS OF SECURITY OWNERSHIP, USER BEHAVIOR, AND EXECUTIVE ALIGNMENT.- CONDUCT STRUCTURED INTERVIEWS OR SURVEYS WITH KEY USER GROUPS (EMPLOYEES, TECHNICAL STAFF, EXECUTIVES, THIRD PARTIES). INFORMATION SECURITY CULTURE AND AWARENESS MATURITY ASSESSMENT	1	AU				
2		ITEM-00001	MATURITY & GAP ASSESSMENT:- MAP DEWA'S PROGRAM AGAINST MATURITY LEVELS ACROSS FIVE KEY DIMENSIONS: COVERAGE, ROLE SEGMENTATION, ENGAGEMENT, MEASUREMENT, AND INTEGRATION.- IDENTIFY CRITICAL GAPS BETWEEN CURRENT PRACTICES AND BEST-PRACTICE BENCHMARKS.- HIGHLIGHT DISPARITIES BETWEEN DIFFERENT USER CATEGORIES (E.G., REGULAR USERS VS. TECHNICAL TEAMS).	1	AU				
3		ITEM-00001	IMPROVEMENT ROADMAP DEVELOPMENT:-	1	AU				

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			DELIVER A TAILORED ROADMAP WITH SHORT-, MEDIUM-, AND LONG-TERM ACTIONSTO ELEVATE MATURITY BASED ON AVAILABLE TRAINING CAPABILITIES.- INCLUDE ROLE-SPECIFIC TRAINING ENHANCEMENTS, NEW TRACKING KPIS,STAKEHOLDER ACCOUNTABILITY MODELS, AND ALIGNMENT WITH OPERATIONAL RISKWHERE APPLICABLE.- PROVIDE PRIORITIZATION GUIDANCE BASED ON IMPACT, FEASIBILITY, ANDREGULATORY R ELEVANCE.						
4		ITEM-00001	TECHNOLOGY, PROCESS, PEOPLE, AND DOCUMENTATION REVIEW:- POLICIES RELATED TO AWARENESS, THE USE OF AI, AND THE LATESTTECHNOLOGY.- INT ERNATIONAL STANDARD BENCHMARK ON TWO LANGUAGES.- TRAINING ENHANCEMENT AND SECURITY TRAININGS.- EVIDENCE AND REFERENCE FROM OTHER CUS TOMERS.- ROADMAP ON TRAINING, CULTURE, AWARENESS, AND EFFECTIVENESS MEASURES.	1	AU				

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TOTAL AMOUNT IN WORDS:

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

Information Security Culture and Awareness Maturity Assessment -  
Tentative period date 04.01.2026 to 31.05.2026

### **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**