

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503261
DATE : 16.12.2025
REQ No : 1032506124
REQ TITLE : Preventive maintenance for OP
DELIVERY LOCATION
CLOSING DATE : 22.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	FIRST PREVENTIVE MAINTENANCETHIS SCOPE OUTLINES THE DELIVERABLES AND RESPONSIBILITIES ASSOCIATEDWITH THE SUPPORT AND UPGRADE PLAN:1. TECHNICAL SUPPORT VIA EMAIL AND PHONE2. MAINTAIN A SEARCHABLE KNOWLEDGEBASE FOR SELF-SERVICE3. ASSIGN QUALIFIED ENGINEERS TO OVERSE E AND SUPPORT CLIENT PROJECTS4. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS5. GRANT ACCESS TO THE LATEST SOFTW ARE RELEASES INCLUDING THE 2 USERMODELS FOR TESTING AND VALIDATIONS OF NEW VERSIONS.6. PROVIDE EXTENDED WARRANTY COVERAGE BEYOND THE STANDARD PERIOD7. MIGRATE FIRMWARE TO NEW HARDWARE PLATFORMS AT NO ADDITIONAL COST8. ALLOW UPGRADES TO PROJECT-SPECIFIC SOFTWARE AN D PROVIDE FIRMWAREUPGRADES	1	AU				
2		ITEM-00001	SECOND PREVENTIVE MAINTENANCETHIS SCOPE OUTLINES THE DELIVERABLES AND	1	AU				

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503261
DATE : 16.12.2025
REQ No : 1032506124
REQ TITLE : Preventive maintenance for OP
DELIVERY LOCATION
CLOSING DATE : 22.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
			RESPONSIBILITIES ASSOCIATED WITH THE SUPPORT AND UPGRADE PLAN:1. TECHNICAL SUPPORT VIA EMAIL AND PHONE2. MAINTAIN A SEARCHABLE KNOWLEDGEBASE FOR SELF-SERVICE3. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS4. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS5. GRANT ACCESS TO THE LATEST SOFTWARE RELEASES INCLUDING THE 2 USER MODELS FOR TESTING AND VALIDATIONS OF NEW VERSIONS.6. PROVIDE EXTENDED WARRANTY COVERAGE BEYOND THE STANDARD PERIOD7. MIGRATE FIRMWARE TO NEW HARDWARE PLATFORMS AT NO ADDITIONAL COST8. ALLOW UPGRADES TO PROJECT-SPECIFIC SOFTWARE AND PROVIDE FIRMWARE UPGRADES						
3		ITEM-00001	THIRD PREVENTIVE MAINTENANCE THIS SCOPE OUTLINES THE DELIVERABLES AND RESPONSIBILITIES ASSOCIATED WITH THE SUPPORT AND UPGRADE PLAN:1.	1	AU				

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503261
DATE : 16.12.2025
REQ No : 1032506124
REQ TITLE : Preventive maintenance for OP
DELIVERY LOCATION
CLOSING DATE : 22.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
			TECHNICAL SUPPORT VIA EMAIL AND PHONE2. MAINTAIN A SEARCHABLE KNOWLEDGEBASE FOR SELF-SERVICE3. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS4. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS5. GRANT ACCESS TO THE LATEST SOFTWARE RELEASES INCLUDING THE 2 USER MODELS FOR TESTING AND VALIDATIONS OF NEW VERSIONS.6. PROVIDE EXTENDED WARRANTY COVERAGE BEYOND THE STANDARD PERIOD7. MIGRATE FIRMWARE TO NEW HARDWARE PLATFORMS AT NO ADDITIONAL COST8. ALLOW UPGRADES TO PROJECT-SPECIFIC SOFTWARE AND PROVIDE FIRMWARE UPGRADES						
4		ITEM-00001	FOURTH PREVENTIVE MAINTENANCE THIS SCOPE OUTLINES THE DELIVERABLES AND RESPONSIBILITIES ASSOCIATED WITH THE SUPPORT AND UPGRADE PLAN:1. TECHNICAL SUPPORT VIA EMAIL AND PHONE2. MAINTAIN A SEARCHABLE KNOWLEDGEBASE FOR	1	AU				

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503261
DATE : 16.12.2025
REQ No : 1032506124
REQ TITLE : Preventive maintenance for OP
DELIVERY LOCATION
CLOSING DATE : 22.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
			SELF-SERVICE3. ASSIGN QUALIFIED ENGINEERS TO OVERS EE AND SUPPORT CLIENT PROJECTS4. ASSIGN QUALIFIED ENGINEERS TO OVERSEE AND SUPPORT CLIENT PROJECTS5. GRANT ACCESS TO THE LATEST SOFTWARE RELEASES INCLUDING THE 2 USERMODELS FOR TESTING AND VALIDATIONS OF NEW VERSIONS.6. PROVIDE EXTENDED WARRANTY COVERAGE BEYOND THE STANDARD PERIOD7. MIGRATE FIRMWARE TO NEW HARDWARE PLATFORMS AT NO ADDITIONAL COST8. ALLOW UPGRADES TO PROJECT-SPECIFIC SOFTWARE AND PROVIDE FIRMWAREUPGRADES						

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

Preventive maintenance for OPAL RT equipment for 3 years
Starting Nov 15 2025 to Nov 15 2028 PO3452200345

STANDARD TERMS & CONDITIONS

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

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER	: 2332503261
DATE	: 16.12.2025
REQ No	: 1032506124
REQ TITLE	: Preventive maintenance for OP
DELIVERY LOCATION	
CLOSING DATE	: 22.12.2025
CLOSING TIME	: 10:00:00

- 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.

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503261
DATE : 16.12.2025
REQ No : 1032506124
REQ TITLE : Preventive maintenance for OP
DELIVERY LOCATION
CLOSING DATE : 22.12.2025
CLOSING TIME : 10:00:00

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP