

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2332503384
DATE : 23.12.2025
REQ No : 1032505661
REQ TITLE : 1- Local Annual Manitenance
DELIVERY LOCATION
CLOSING DATE : 26.12.2025
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	LOCAL ANNUAL MAINTENANCE SUPPORT INCLUDES (01-YEAR LOCAL SUPPORT)START DATE: 01-JAN-2026END DATE: 31-DEC-2026QUARTERLY PREVENTIVE MAINTENANCE SUPPORT PER YEARCORRECTIVE MAINTENANCE # 12 VISITS PER YEAR24X7 ONSITE SUPPORT24X7 REMOTE SUPPORTOPEN SERVICE TICKET WITH OEMS FOR FAULTY HARDWARE REPLACEMENTSONSITE FAULTY HARDWARE REPLACEMENTADDITIONAL CONFIGURATIONAL SUPPORT ON NETWORK AND SECURITY DEVICES BUTLIMITED TOEXISTING CONFIGURATIONS ONLY I.E.- SNMP CONFIG- SNMP TRAP TO SYSLOG SERVER- NTP SERVER CONFIG- MANAGEMENT IP CONF IG ON SWITCHES- CONFIGURATION BACKUPS- GATEWAY CONFIG OF MGMT VLAN- POLICIES TO REACH TO NTP AND SYSLOG SERVER ON FIREWALLS- POLICIE S TO REACH TO NTP AND SYSLOG SERVER ON FIREWALLS- POLICY ROUTES ON FIREWALLS- ACTIVE DIRECTORY SUPPORT- OTHER	46	EA				

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			<p>THIRD-PARTY VENDOR INT TEGRATION SUPPORT FOR GATEWAY AND PROTOCOLS.I.E VUWALLETC.ADDITIONAL CONFIGURATIONAL SUPPORT ON NETWORK AND SECURITY DEVICES BUTLIMITE D TOEXISTING CONFIGURATIONS ONLY I.E.- SNMP CONFIG- SNMP TRAP TO SYSLOG SERVER- NTP SERVER CONFIG- MANAGEMENT IP CONFIG ON SWITCHES- CONFIGURATION BACKUPS- GATEWAY CONFIG OF MGMT VLAN- POLICIES TO REACH TO NTP AND SYSLOG SERVER ON FIREWALLS- POLICIES TO REACH TO N TP AND SYSLOG SERVER ON FIREWALLS- POLICY ROUTES ON FIREWALLS- ACTIVE DIRECTORY SUPPORT- OTHER THIRD-PARTY VENDOR INTEGRATION SUPPOR T FOR GATEWAY AND PROTOCOLS.I.E VUWALLETC.INVENTORY COVERED BELOW EXCLUDES OEM WARRANTY SUPPORT:DESCRIPTION#QTY#CISCO 9300 SWTICHES#4 #CISCO FIREWALL ASA 5516#6#CISCO SAN</p>						

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			SWITCHES#4#CISCO 3850 SWITCHES#2#CISCO 2960 SWITCHES #5#CISCO UCS 220 SERVERS#2#CISCO UCS C240-M5SX#3#CISCO UCS C220-M5SX#2#HP MSA SAN STORAGE#5#DELL POWER EDGE R750 SERVERS #2#CHECKPOINT FIREWALL 6600 APPLIANCE #4#FORTIGATE FI REWALL #2#DELL POWER EDGE R760 SERVERS #2#VEEAM SUPPORT FOR EXISTING INSTANCES#1#VMWARE SUPPORT FOR EXISTING SETUP#1#TRENDMICRO SUPP ORT FOR EXISTING USERS#1#FOR ANY TECHNICAL QUERIES & CLARIFICATION, PLEASE CONTACT WATER SCADADEPT. ON 04 3220974 EMAIL: ALI.ALKENDI @DEWA.GOV.AE						

TOTAL AMOUNT IN WORDS:

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SPECIAL NOTES / INSTRUCTIONS:

1- Local Annual Manitenance Support includes (01 year Local Support)

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Start Date: 01-Jan-2026

End Date: 31-Dec-2026

Quarterly Preventive Maintenance Support per year

Corrective Maintenance 12 visits per year

24x7 OnSite Support

24x7 Remote Support

Open Service Ticket with OEMs for Faulty Hardware replacements

Onsite Faulty Hardware Replacement

Additional Configurational support on network and security devices but limited to

existing configurations only i.e.

- Snmp config
- Snmp trap to syslog server
- ntp server config
- management IP config on switches
- Configuration backups
- Gateway config of MGMT VLAN
- policies to reach to NTP and syslog server on firewalls

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- policies to reach to NTP and syslog server on firewalls
- policy routes on firewalls
- Active Directory support
- Other third party vendor integration support for gateway and protocols
i.e Vuwall
etc.

For any Technical queries <(>&<)> clarification, please contact Water
SCADA Dept. on 04 3220974 Email: ali.alkendi@dewa.gov.ae

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

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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.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP