

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2412601876
DATE : 26.10.2026
REQ No : 1032604272
REQ TITLE : software upgrades 1032604272
DELIVERY LOCATION
CLOSING DATE : 29.10.2026
CLOSING TIME : 10:00:00

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- Third-party shall handle DEWA data in accordance with all applicable laws, regulations, and DEWA policies.
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- 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.
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- 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.

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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.

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SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	UPGRADE OF THE EXISTING IP400 PABX SYSTEMS DEPLOYED AT DCC QUSS. THEPROPOSED SOLUTION INCLUDES THE REQUIRED SOFTWARE UPGRADES, LICEN SINGUPDATES, CUSTOMER DATA UPDATES, AND SYSTEM INTEGRATION TESTING TOSUPPORT THE PLATFORM UPGRADE#	1	EA				
2		ITEM-00001	UPGRADE OF THE EXISTING IP400 PABX SYSTEMS DEPLOYED AT TCC WRSN. THEPROPOSED SOLUTION INCLUDES THE REQUIRED SOFTWARE UPGRADES, LICEN SINGUPDATES, CUSTOMER DATA UPDATES, AND SYSTEM INTEGRATION TESTING TOSUPPORT THE PLATFORM UPGRADE#	1	EA				
3		ITEM-00001	UPGRADE OF THE EXISTING IP400 PABX SYSTEMS DEPLOYED AT TCC NAJM. THEPROPOSED SOLUTION INCLUDES THE REQUIRED SOFTWARE UPGRADES, LICEN SINGUPDATES, CUSTOMER DATA UPDATES, AND SYSTEM INTEGRATION TESTING TOSUPPORT THE PLATFORM UPGRADE#	1	EA				

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TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

software upgrades Upgrade and enhance of IP-400 PABXO

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

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

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