

REQUEST FOR QUOTATION LOCAL PURCHASE SECTION

RFQ NUMBER : 2412601902
DATE : 28.10.2026
REQ No : 1032604359
REQ TITLE : dd-1032604359 Network
DELIVERY LOCATION
CLOSING DATE : 02.11.2026
CLOSING TIME : 10:00:00

SL NO	ITEM CODE	SERVICE ID	DESCRIPTION	QTY	UOM	BRAND/ORIGIN	WARRANTY	UNIT PRICE	TOTAL PRICE
1		ITEM-00001	DUBAI ELECTRICITY & WATER AUTHORITYTRANSMISSION POWERTRANSMISSION ASSET MANAGEMENT - OTSCOPE OF WORK NETWORK MANAGEMENT SYSTEM (NMS) - UPGRADE OF EXISTING VOICE NMSPROJECT / LOCATION#NMS REPLACE / TCC WRSN#DOCUMENT NO.#TP&OT-NMS-SOW-001#REVISION#REV. 0#DATE#24 JUL Y 2026#PREPARED BY#MOHAMMAD MARZOOK MAAZOZ THABET#1. PURPOSETHE CONTRACTOR SHALL REPLACE THE EXISTING VOICE NETWORKMANAGEMENT SYSTEM (NMS) USED FOR MANAGING AND MONITORING THE EXISTINGDEWA VOICE NETWORK INFRASTRUCTURE AND ASSOCIATED PABX NODES.THE SCOPE SHALL COVE R REQUIRED HARDWARE, SOFTWARE, LICENSES, DATABASES,INTEGRATION, MIGRATION, TESTING, COMMISSIONING, DOCUMENTATION, TRAININGAND SUPPOR T SERVICES.2. SCOPE OF WORKTHE CONTRACTOR SHALL SUPPLY, INSTALL, CONFIGURE, MIGRATE, TEST ANDCOMMISSION THE REPLACEMENT VOICE	1	EA				

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			<p>NMS PL ATFORM TOGETHER WITH ALLASSOCIATED COMPONENTS REQUIRED FOR FULL OPERATIONAL FUNCTIONALITY.THE CONTRACTOR SHALL ENSURE THAT THE DELIV ERED SOLUTION SUPPORTS THEEXISTING VOICE NETWORK INFRASTRUCTURE, ASSOCIATED PABX NODES AND MANAGEDVOICE NETWORK ELEMENTS.THE CONTRAC TOR SHALL PROVIDE ALL REQUIRED SERVICES, APPLICATIONS,LICENSES AND CONFIGURATION OF WORKS NECESSARY TO COMPLETE THE SCOPE.3. EXISTIN G SYSTEM ASSESSMENTPRIOR TO IMPLEMENTATION, THE CONTRACTOR SHALL ASSESS THE EXISTING VOICENMS ENVIRONMENT AND SUBMIT THE FINDINGS TO DEWA FOR REVIEW.ASSESS EXISTING MANAGED VOICE NETWORK NODES, PABX NODES, DATABASES,SOFTWARE CONFIGURATION, LICENSES AND ASSOCIATED NETWORK ELEMENTS.IDENTIFY EXISTING SYSTEM DEPENDENCIES, INTEGRATION REQUIREMENTS</p>						

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			<p>AND OPERATIONAL CONSTRAINTS BEFORE IMPLEMENTATION.SU</p> <p>BMIT AN EXISTING SYSTEM ASSESSMENT REPORT IDENTIFYING THE IMPLEMENTATION APPROACH, REQUIRED PREREQUISITES AND ANY COMPATIBILITY CONSIDERATIONS.4. NMS PLATFORM INSTALLATION AND CONFIGURATION THE CONTRACTOR SHALL INSTALL AND CONFIGURE THE REPLACEMENT VOICE NMS PLATFORM ON THE DESIGNATED SERVER ENVIRONMENT.SUPPLY AND INSTALL THE REPLACEMENT VOICE NMS PLATFORM AND ASSOCIATED SOFTWARE COMPONENTS.INSTALL ALL REQUIRED SERVICES, APPLICATIONS AND SYSTEM COMPONENTS ON THE DESIGNATED ENVIRONMENT.UPLOAD, ACTIVATE AND VERIFY ALL REQUIRED SOFTWARE LICENSES.CONFIGURE VOICE NMS SETTINGS, ALARM MANAGEMENT, MONITORING FUNCTIONS AND REPORTING FUNCTIONS.SYNCHRONIZE THE NMS DATABASE WITH CONNECTED PABX NODES AND VERIFY</p>						

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			<p>SYSTEMCOMMUNICATION.5. DATA BACKUP, MIGRATION AND VERIFICATIONTHE CONTRACTOR SHALL PROTECT EXISTING DATA BEFORE IMPLEMENTATION ANDVERIFY SUCCESSFUL DATA MIGRATION AFTER IMPLEMENTATION.PERFORM FULL BACKUP OF THE EXISTING NMS SYSTEM BEFORE ANY MIGRATION,CONFIGURATION CHANGE OR COMMISSIONING ACTIVITY.BACK UP DATABASES, CONFIGURATION FILES, USER ACCOUNTS AND CRITICALAPPLICATION DATA.MIGRATE EXISTING SYSTEM CONFIGURATIONS, HISTORICAL RECORDS, ALARM LOGS,PERFORMANCE RECORDS, USER ACCOUNTS AND REPORTS.ENSURE MIGRATED DATA INTEGRITY AND CONTINUITY OF OPERATION.SUBMIT BACKUP RECORDS AND A MIGRATION VERIFICATION REPORT CONFIRMINGSUCCESSFUL TRANSFER AND VALIDATION OF MIGRATED DATA.DEVELOP AND SUBMIT A ROLLBACK AND RECOVERY PROCEDURE BEFOREIMPLEMENTATIO</p>						

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			<p>N ACTIVITIES COMMENCE.6. NETWORK INTEGRATION AND EXISTING NODE COMPATIBILITYTHE CONTRACTOR SHALL INTEGRATE THE REPLACEMENT VOICE NMS WITH THEEXISTING VOICE NETWORK INFRASTRUCTURE AND VERIFY CONTINUED OPERATION OFMANAGED NODES.INTEGRATE THE VOICE NMS WITH THE VOICE NETWORK INFRASTRUCTURE ANDASSOCIATED PABX NODES.INTEGRATE ALL MANAGED VOICE NETWORK DEVICES REQUIRED FOR OPERATIONALMONITORING.VERI FY THAT ALL EXISTING MANAGED VOICE NETWORK ELEMENTS AND PABX NODESREMAIN OPERATIONAL FOLLOWING IMPLEMENTATION.INCLUDE ANY REQUIRED S OFTWARE ADJUSTMENT, CONFIGURATION MODIFICATION ORCOMPATIBILITY UPDATE NECESSARY TO MAINTAIN OPERATIONAL FUNCTIONALITY.VERIFY END-TO-END COMMUNICATION, MONITORING AND OPERATIONALFUNCTIONALITY AFTER INTEGRATION.7. MONITORING, ALARM</p>						

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			MANAGEMENT AND VERIFICATION THE VOICE NMS SHALL PROVIDE MONITORING AND ALARM MANAGEMENT FUNCTIONS FOR THE INTEGRATED VOICE NETWORK ENVIRONMENT. PROVIDE DEVICE MONITORING , NETWORK SUPERVISION, EVENT MONITORING, PERFORMANCE MONITORING AND REPORTING CAPABILITIES. CONFIGURE ALARM MANAGEMENT FUNCTIONS INCLUDING ALARM GENERATION, ALARM ACKNOWLEDGEMENT AND ALARM REPORTING. VERIFY ALARM GENERATION, ALARM ACKNOWLEDGEMENT, ALARM REPORTING, EVENT MONITORING AND DEVICE SUPERVISION FUNCTIONS. SUBMIT A COMPLETE ALARM VERIFICATION REPORT DURING COMMISSIONING. 8. CYBERSECURITY REQUIREMENTS THE SUPPLIED SOLUTION SHALL COMPLY WITH APPLICABLE DEWA CYBERSECURITY REQUIREMENTS AND VENDOR HARDENING RECOMMENDATIONS. PROVIDE ROLE-BASED USER ACCESS CONTROL FOR NMS ADMINISTRATION AND OPERATION. PROVIDE						

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			AUDIT LOGGING CAPABILITY FOR USER ACTIVITIES AND SYSTEM CHANGES. APPLY PASSWORD POLICY ENFORCEMENT AND SECURE ADMINISTRATIVE ACCESS. ENSURE SUPPORTED SOFTWARE VERSIONS, REQUIRED SECURITY UPDATES AND VENDOR-RECOMMENDED SYSTEM HARDENING. SUBMIT CYBERSECURITY AND HARDENING EVIDENCE AS PART OF THE PROJECT DOCUMENTATION. 9. TESTING, COMMISSIONING AND ACCEPTANCE CRITERIA THE CONTRACTOR SHALL PERFORM TESTING AND COMMISSIONING TO VERIFY SUCCESSFUL IMPLEMENTATION AND OPERATIONAL READINESS. PERFORM SYSTEM FUNCTIONALITY TESTING, DEVICE CONNECTIVITY TESTING AND END-TO-END OPERATIONAL TESTING. VERIFY DATABASE SYNCHRONIZATION, ALARM MONITORING, REPORTING FUNCTIONS AND USER ACCESS MANAGEMENT. DEMONSTRATE SUCCESSFUL COMMUNICATION WITH ALL INTEGRATED NODES. SUBMIT						

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			<p>COMMISSIONING AND ACCEPTANCE TEST REPORTS FOR DEWA REVIEW.FINAL ACCEPTANCE SHALL BE SUBJECT TO DEWA APPROVAL FOLLOWING SUCCESSFUL COMPLETION OF TESTING AND COMMISSIONING ACTIVITIES.10. DOCUMENTATIONTHE CONTRACTOR SHALL SUBMIT COMPLETE PROJECT DOCUMENTATION FOR DEWA REVIEW AND APPROVAL.SYSTEM ARCHITECTURE DOCUMENTATION AND NMS CONFIGURATION DOCUMENTS.EXISTING SYSTEM ASSESSMENT REPORT.BACKUP RECORDS, MIGRATION VERIFICATION REPORT AND ROLLBACK PROCEDURE.NODE INTEGRATION VERIFICATION REPORT AND ALARM VERIFICATION REPORT.CYBERSECURITY / HARDENING CHECKLIST.SOFTWARE LICENSE RECORDS OR CERTIFICATES.OPERATION AND MAINTENANCE MANUALS , NETWORK INTEGRATION DOCUMENTS ANDAS-BUILT DOCUMENTATION.11. TRAININGTHE CONTRACTOR SHALL PROVIDE TRAINING TO DEWA PERSONNEL COVERI</p>						

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			<p>NGOPERATION, ADMINISTRATION AND MAINTENANCE OF THE REPLACEMENT VOICE NMS.NMS OPERATION AND NAVIGATION.ALARM MANAGEMENT AND EVENT MONITORING.USER ADMINISTRATION AND ACCESS MANAGEMENT.REPORTING FUNCTIONS.BACKUP, RESTORATION AND ROLLBACK PROCEDURES.TROUBLESHOOTING AND MAINTENANCE ACTIVITIES.12. HANDOVER, WARRANTY AND SUPPORTTHE CONTRACTOR SHALL HAND OVER THE COMPLETED REPLACEMENT VOICE NMSSOLUTION AFTER SUCCESSFUL COMMISSIONING AND DEWA ACCEPTANCE.PROVIDE WARRANTY AND SUPPORT FOR SUPPLIED HARDWARE, SOFTWARE ANDIMPLEMENTATION WORKS AS PER CONTRACT REQUIREMENTS.PROVIDE TROUBLESHOOTING SUPPORT, SOFTWARE UPDATES AND DEFECTRECTIFICATION DURING THE WARRANTY PERIOD.SUBMIT ALL FINAL DOCUMENTS, REPORTS, LICENSES AND AS-BUILT RECORDSBETWEEN FINAL</p>						

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			HANDOVER.ENSURE THAT THE DELIVERED SOLUTION IS OPERATIONALLY READY FOR DEWAMAINTEANCE AND OPERATION TEAMS.						
2		ITEM-00001	PROFESSIONAL SERVICES	1	AU				

TOTAL AMOUNT IN WORDS:

TOTAL AMOUNT:

SPECIAL NOTES / INSTRUCTIONS:

dd-Asset Management has the responsibility to maintain the availability and reliability of Telephony Network in DEWA. In this regard upgrading NMS related to PAX system is required due to existing issues in old software.

In view of the above, we seek your approval to release the purchase requisition (PR 1032604359) as per DEWA standards.

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.

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

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- 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 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.
- 8)Data Privacy, Security and Sharing:
- a) Third-party shall handle DEWA data in accordance with all applicable laws, regulations, and DEWA policies.
 - b) DEWA data shall not be shared outside UAE, in line with DESC ISR requirements.
 - c) DEWA's Non-Disclosure Agreement (NDA) and External Party Acknowledgment (EPA) shall be signed by the third-party and their sub-contractors who handle DEWA data prior to the contract commencement.
 - d) DEWA reserves the right to withhold data from third parties if deemed sensitive.
 - e) 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.
 - f) Third party shall not disclose, transfer or share any DEWA data with other third parties (government, semi government, private) without obtaining DEWA's authorized data owner written approval.

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g) 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.

9) Liquidated Damages for PO total value in excess of AED 50,000:

If the Contractor/Supplier delays or fails to deliver, fails to commence or perform the services, DEWA has the right to deduct an amount equal to 1.25% per day/week of the total PO fee for the services/supplies delayed, not performed or not delivered, subject to a cap of 10% of the total PO fee without recourse to any judicial proceedings, as compensation for the delay or failure to perform. If the deducted amount exceeds 10% of the total PO fee, without prejudice to any of DEWA's rights under the applicable law, DEWA shall be entitled to terminate the PO immediately without the need for any notice or judicial proceedings against the defaulting Supplier, and without the need to prove the damage.

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.

11) Dispute Resolution: Any dispute arising out of or in connection with this PO shall be settled through mutual good faith negotiation and understanding between the Parties: Failing amicable settlement, the dispute shall finally be referred to the courts having appropriate jurisdiction in the Emirate of Dubai.

12) Intellectual Property Rights: The Supplier/Contractor shall not use DEWA's intellectual property, including logos, trademarks, service marks, trade names, service names, and brand names, whether in a press release or otherwise, without obtaining DEWA's prior written consent. All intellectual property rights in the deliverables created or developed, under this PO, shall be solely owned by DEWA.

13) Assignment and Transfer: The Supplier/Contractor shall not assign this PO or any part thereof without the prior written consent of DEWA. Such consent shall not relieve the Contractor of any of its obligations or duties under this PO.

14) Force Majeure: If either party is affected by a Force Majeure event, it will promptly notify the other party of the nature and extent thereof. Neither party will be deemed to be in breach of this PO, by reason of any delay or non-performance, of any of its obligations hereunder, due to any Force Majeure event of which it has notified the other party. The time for performance of these obligations will be extended accordingly as may be fair and reasonable in the circumstances. Provided always that if the duration of such delay or impediment exceeds thirty (30) days, either party may give a fifteen (15) working days' notice to terminate a specific item or the PO in its entirety.

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15) Certificate of Conformity for Green Materials and Services Specifications: The Bidder shall, wherever applicable, provide a Certificate of conformity issued by accredited body/ laboratory as proof of compliance with the applicable green materials, services and specifications.

16) Taking Over Certificate: TOC shall be issued only after full delivery or completion of the service or deliverables. TOC will be issued conditionally ("conditional TOC") with the reasonable guarantee/observation in case of any defects after delivery or completion of the PO.

SUPPLIER'S REMARKS :

SUPPLIER'S SIGNATURE AND STAMP