

T/2497934/2023

Expert Support Services for SCADA Systems

SCOPE SYNOPSIS

The scope of services includes the 3 (THREE) Year expert support services for the following systems.

- Central Database System Software (OSI PI System)
- Server and associated systems in National Control Centre (NCC)
- Server and associated systems in all Regional Control Centers (RCC)
- Expert Technical Services for DMA Central Software and Data Loggers.

All the expert support services shall comply with the minimum requirements specified under each section. Trainings and regular updates to NWS (NAMA Water Services) team shall be part of all section of works under this document. Technical trainings to the NWS SCADA Team shall be arranged 3 times and year minimum.

Adding/Integration/Modifying of any new/existing devices to the respective systems shall be part of the scope, including any engineering and graphics.

Adding/Integration/Modifying of any new/existing signals to the respective systems shall be part of the scope. Any planned or ad hoc report creations, modifications, configurations, interfaces, enhancements etc. shall be part of the scope.

Separate Engineers shall be available for support services for each of the above systems. The engineers shall be available in NWS facilities in all working hours as well as on call.

The scope also includes any OEM charges for associated with any updates or patches.

Any site visits or surveys for gathering information and requirements shall be considered part of the scope.

All the logistics, transportation, laptops, testing/measuring devices required shall be part of the scope.

Any materials or spares not part of the scope.

The details of the support services are described below.

1.1 Central Database System Software (OSI PI System)

- a. The proposed engineers shall be certified and well experienced in OSI PI System, Database, Interfaces with other applications, Reports, IT systems etc. with a minimum 5 years' experience in the OSI PI system.
- b. All the support services, trouble shooting, rectifications, enhancements etc. shall be part of the scope.
- c. Existing and all future interfaces with all other systems shall be part of the scope.
- d. Periodical maintenance, backups, restorations, etc. shall be part of the scope.

- e. Any expert support required for any site related to the data transfer to the PI system shall be part of the scope.
- f. All the routine and preventive maintenance, including the database, shall be part of the scope.
- g. Continuous and regular monitoring on the system data availability and reporting shall be part of the scope.
- h. Managing the system backup, including data, shall be part of the scope.
- i. Dailly system monitoring, data quality and data availability check will be part of the scope.

1.2 Server and associated systems in the National Control Centre (NCC)

- a. The proposed engineers shall be certified and well experienced in IT administration, SCADA and Server Systems, Database, Interfaces with other applications, Reports, IT systems etc.
- b. All the support services, trouble shooting, rectifications etc. shall be part of the scope.
- c. Existing and all future interfaces with all other systems shall be part of the scope.
- d. Periodical maintenance, backups, restorations etc. shall be part of the scope.
- e. All the routine and preventive maintenances, including the database, shall be part of the scope.
- f. Continuous and regular monitoring on the system data availability and reporting shall be part of the scope.
- g. Continuous and regular system monitoring, including data connectivity and availability from all systems in all Governorates shall be part of the scope.
- h. Routine, preventive and corrective maintenance to all the servers and associated systems shall be part of the scope. Which shall include the following, but not limited to
 - Updates to the operating systems.
 - Updates to the application software
 - Audit data backups.
 - Test security systems.
 - Review data and storage usage.
 - Create, maintain & Monitor user accounts.
 - Change passwords regularly
 - Inspect hardware for component failures and overheating.
- i. Use system management tools to monitor and get critical alerts.
- j. Critical Software Patch and Firmware Updates
- k. Power supply monitoring
- l. Redundancy monitoring and checking regularly.
- m. Component (software or hardware), provided by NWS or purchased separately, replacement and configurations.
- n. Ensuring data security

1.3 Server and associated systems in all Regional Control Centers (RCC)

All the services associated with the server systems shall be applicable for RCC systems also. The Regional and sub-control centers under the following regions shall be covered under the scope.

- Dakhliya Governorates
- South Batina Governorates
- North Batina Governorates
- Dakhira Governorates
- Sharquiya Governorates
- Musandam Governorates
- Buraimi Governorates

1.4 Expert Technical Services for DMA Central Software and Data Loggers.

- a. The proposed engineers shall be certified and well experienced in related systems including Data Loggers, OPC Servers, SQL, IT Administration etc. with minimum 5 years' experience in similar positions.
- b. All the support services, trouble shooting, rectifications, enhancements etc. shall be part of the scope
- c. Existing and all the future interfaces with all other systems shall be part of the scope
- d. Periodical maintenances, backups, restorations etc. shall be part of the scope.
- e. Any expert supports required for any site related to the data transfer to the system shall be part of the scope.
- f. All the routine and preventive maintenances, including the database, shall be part of the scope.
- g. Continuous and regular monitoring on the system data availability and reporting shall be part of the scope.
- h. Managing the system backup, including data, shall be part of the scope.
- i. Dailly system monitoring, data quality and data availability check will be part of scope.