

License Guidelines: LG 1.4.3

Solution Provider

Version: 1.0

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Segment	IT Service
Activity	Solution Provider
Description	Companies that resell, deliver, or implement software for third parties. Their scope of services also includes providing specific IT solutions for business entities, such as security or IT infrastructure and individual services to a client over a longer period of time.
Objective	To resell, deliver, or implement standardized, repeatable IT-based services, which may also include security solutions and localization.
Requirements	<ol style="list-style-type: none"> 1. Compliance with the Licensing Regulations 2003 and Licensing Categories Decision 2008. 2. Compliance with the Employment Regulations 2004.
Permissible Activities	<ol style="list-style-type: none"> 1. Partly modify solutions and services / bundle multiple offerings from other vendors and deliver to third parties 2. Coordinate the modification / implementation process by conducting market research activities as well as client consultation process for the purpose of understanding client requirements
Non-permissible activities	<ol style="list-style-type: none"> 1. Sponsored staff to work outside the Free Zone. 2. Import or export any products directly into the UAE market under its own name. 3. Enter into contracts for the sale of products into the UAE market.
Special Conditions	<ol style="list-style-type: none"> 1. Solution Provider licensees will not be allotted a customs code for import or export purposes. 2. Sponsored staff working outside the TECOM Zone will be subject to clause No. 4.5 of the Employment Regulations 2004.
Violation of the Guidelines	<ol style="list-style-type: none"> 1. Any violation of these Guidelines will subject the Solution Provider licensee to penalties as shall be imposed by the Authority. Persistent breach or repetitions may result in suspension and subsequently cancellation of a License.
Definitions	<p>For the purposes of these Guidelines, the following defined terms shall have the meaning assigned to them below:</p> <p>Authority: The Dubai Technology and Media Free Zone Authority;</p> <p>License: A Solution Provider license in TECOM Zone issued pursuant</p>

	to Licensing Regulations 2003;
Licensing Categories Decision 2008:	The Dubai Technology and Media Free Zone Authority Decision No. 1 of 2008 concerning Licensing Categories for Dubai Internet City, Dubai Media City, Dubai Knowledge Village, Dubai International Academic City, Dubai Outsource Zone, International Media Production Zone, Dubai Studio City, Dubai Biotechnology and Research Park & Energy and Environment Park issued on 02 January 2008, as amended;
Licensing Regulations 2003:	The Dubai Technology and Media Free Zone Licensing Regulations issued in September 2003, as amended;
Employment Regulations 2004:	The Dubai Technology and Media Free Zone Employment regulations issued in March 2004, as amended; and
TECOM Zone:	The Dubai Technology and Media Free Zone established by Law No. 1 of 2000 issued on 29 August 2000, as amended.