

Tender Reference: UHS/IT/TENDER/001/2025

8th January 2025

Tender Closing Date: 23th January 2025

Description: AVAYA TELEPHONE SYSTEMS

Dear Valued Vendors

University Hospital Sharjah. (UHS) Management has decided to invite vendors (**AVAYA Diamond Partners Only**) for a Tender. You, as a vendor are requested to participate in the tender process by submitting your offer to supply one or more of the items described in the attached document.

The Tenderer should comply with the following terms & conditions:

1. The Specification of the proposed scope of services & materials used, should be clear, informative & include Brand, Origin, Unit of measurement, Qty, Duration, and Delivery Period.
2. The price quoted is as mentioned in the technical requirement listed below (Scope of Service) to UHS.
3. The financial offer should be on your company letterhead containing the authorized signatory and may please be sent to the attention of the Director of Finance and Administration, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document.**
4. As a part of the Tender document, the Vendors are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager have the authority to bind their company for the business relationship. Also, is required the authorization letter/Agency certificate confirming that the vendor is legalized to supply the items on behalf of the manufacturer/principal company. As well as the following documents:
 - a) Updated company license/ MOA/ POA for the signatory (if any)
 - b) company profile
 - c) Tax registration certificate
 - d) Full company address
 - e) Any other documents/approval required by the government authorities to supply the same equipment
5. Standard payment terms are 90 days from the date of completion of delivery of all the items ordered or as specifically agreed in writing by the Materials Management Department of UHS
6. Any delays or short supply or non-conformance may result in the termination of agreement and/or imposition of penalty for delayed services as per the Agreement terms and conditions.
7. The proposed items should be evaluated & approved by UHS's technical team before confirmation. Once the agreement is signed off, the supplies will have to correspond to the same quality, specification, and source as originally agreed and any deviations shall be considered as non-compliance with agreed terms.
8. The brand/manufacturer mentioned should be maintained during the Supply contract period.
9. Any defective products should immediately be replaced with new ones or rectified, as and when notified within a maximum period of one month from the date of notification.

10. UHS will be constantly evaluating the compliance of Contracted Terms and consistency in services and progress of work throughout the duration of the service agreement. Should Vendors not meet the requirements of UHS, therefore UHS reserves the right to terminate the contract if the vendor is not able to rectify during the time allotted by UHS's representative or applicable penalties shall be imposed.
11. Vendor Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.
12. **Tenders should be submitted in two sealed envelopes and submitted to the Administration Office Finance Department- UHS:**
 - a. **The Technical Specification details (PLEASE DO NOT INDICATE ANY FINANCIAL VALUE IN THIS).** If requested for additional clarifications and details these need to be submitted to (**Administration Office Finance Department- UHS**).
 - i. The technical offer should conform to the Indicative scope of services/supply attached.
 - ii. Technical offer (hard copy and soft copy).
 - iii. Reference project where similar work was performed.
 - iv. Diamond Partners Certification
 - b. **The Financial Offer** addressed to UHS's Director of Finance, with **tender reference**.

All above documents should be submitted before the tender expiry date, all documents submitted after the expiry date will not be accepted.
13. UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
 - a. The tender will be awarded as a project-wise.
14. Quality, Price, and sale services are combined parameters for tender evaluation.
15. The Vendor, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and purchases included within the scope of this tender, shall be obligated to inform UHS and disclose in writing any case of conflict of interest or any private interest that has arisen, will arise, or may arise. For any transaction related to the activities of UHS, in accordance with UHS policies.
16. The vendor, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the tender - written or oral. This includes all dealings, affairs, or secrets related to UHS that they may have come across during the tender process. Vendors shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.
17. The copyright of any documents and materials submitted by UHS within this tender is owned by UHS, and accordingly, these documents and materials may not be copied, in whole or in part, or reproduced, distributed, made available to any third party, or used without obtaining prior written approval from UHS. All documents submitted by the UHS in connection with the request for proposals shall be returned upon request, without any copies being retained by the bidder or any other person.

For University Hospital Sharjah

Materials Department

Scope of Service

All the AVAYA Components deployed in High availability mode. In addition to the contact center workflow patient feedback survey module has been implemented. All the above specified AVAYA Components were deployed on VMware environment.

1. Avaya UC and CC current setup at UHS

DESCRIPTION
AVAYA AURA WORK FORCE OPTIMIZATION (WFO ACR)
AVAYA AURA EXPERIENCE PORTAL (AAEP)
PROACTIVE OUTREACH MANAGER (POM)
AVAYA AURA CONTACT CENTER (AACC)
AVAYA COMMUNICATION MANAGER (CM)
AVAYA AURA CONFERENCING
AVAYA AURA MEDIA SERVER
AVAYA AURA SYSTEM MANAGER
AVAYA AURA SESSION MANAGER
AVAYA AURA APPLICATION ENABLEMENT SERVICES (AES)
AVAYA AURA DEVICE SERVICE (AADS)
AVAYA UTILITY SERVICE (US)
AVAYA COMMUNICATION MANAGER MESSAGING (CMM)
AVAYA CONTACT RECORDER (ACR)
AVAYA AURA SESSION BORDER CONTROLLER
CUSTOMIZED AVAYA UC REPORTING TOOL from the current vendor

All the above AVAYA Components deployed in High availability mode. In addition to the contact center workflow patient feedback survey module has been implemented. All the above specified AVAYA Components were deployed on VMware environment.

Avaya Integrations with HIS

DESCRIPTION
AVAYA POM INTEGRATION WITH HIS SYSTEM (TRAKCARE) FOR OUTBOUND APPOINTMENT CONFIRMATION CALLS. CONFIRMATION FLAGS WILL BE PULLED BY HIS AND UPDATE APPOINTMENTS IN THE HIS SYSTEM.
AVAYA AGENT DESKTOP (AAD) APPLICATION INTEGRATION WITH HIS (TRAKCARE) TO PULL PATIENT DETAILS (SUCH AS PATIENT NAME, URN ETC.) BASING ON THE PATIENT CALLING NUMBER AS A POP-UP ON THE AAD APPLICATION.

Avaya Software Licenses (Subscription Model)

DESCRIPTION	Purchased License Quantity	License Quantity along with buffer	Utilized Quantity
Avaya OneCloud UC Core Lic Package	795	972	961
Avaya OneCloud UC Power Lic Package	15		
Avaya OneCloud CC APOM Base Lic	12	12	12
Avaya OneCloud CC AACC Voice Agent Lic [Includes UC Core]	25	33	33
Avaya OneCloud CC AACC Digital Premium Lic	2	2	2
Avaya OneCloud CC WE QUAL MGMT Lic Package	25	33	33
Avaya Spaces Cloud BUSINESS Edition	820		0
Avaya Spaces Cloud POWER Edition	15		0

Hardware Components

DESCRIPTION	QUANTITY
G450 MP160 MEDIA GATEWAY	2
MM710B E1/T1 MEDIA MODULE	2
MM711 ANALOG MEDIA MODULE	2
ASCOM UNITE CM	2

DESCRIPTION	QUANTITY
9641 & J179	118
J129	180
9630 & B189	5
9611 & 9608	583
ASCOM I62 & I63	33
ZEBRA TC21 & TC26	17

Scope of Requirements for AVAYA Software and Hardware Support and Subscription as well as the Annual Maintenance contract for the period of 3 years

- Based on the above information provided Point number 1, required type of licenses and quantity need to be revalidated and finalized as per the current UHS requirements. After revalidation we may to add 40 more UC core licenses to the existing.
- Preventive Maintenance: that is- the periodic checking, adjustments, alignment and cleaning of the equipment. Also providing and installing the software updates and upgrades for free of cost. Supplier shall make at periodic visits during contract year (not less than 4 visits in the year) at reasonably spaced intervals (one visit approximately every three months) where will be a preventive maintenance and regular quality checkup; such visits take place during normal office working hours of the Supplier or as required by the service

manual or responsible authorities. The updates/Upgrades which required downtime should be managed after office hours. Safety and Quality checks to be performed as per manufacturer's specifications and responsible authorities. Corrective Maintenance is to rectify faults in the equipment, which occur and are reported to the Supplier either during preventive maintenance visits or in between such visits as well as repairs and replacements, which are found necessary during the course of preventive maintenance. The Supplier shall attend all corrective / breakdown calls.

- The supplier has to ensure to rectify all the existing issues and upgrade the current system software components to the latest and in operational state. Any Additional Compute & Storage, Operating Systems or Databases required to support this upgrade should be provided by UHS.
- The number of calls during the contract period.
 - Minor repair and repairs requiring parts that are locally available will be attended within the same day hours of reporting. Repairs, which require spare parts to be imported and will be completed within 5 calendar days (till that vendor should provide alternative equipment / workaround to avoid disruptions in the services).
 - Software related minor or major issues should be fixed within the same day. In case the issue requires AVAYA intervention, in that case Vendor has to provide the work around solution to continue the service.
 - Response time: For the critical issues should be responded immediately. For the non-critical issues up to a maximum of 1 hour from receipt of a complaint from the Customer via Phone / Fax / Email on 24x 7 supports.
 - Quarterly preventive maintenance of the Hardware and Software. The upgrades, servicing and installation applies to the software that are not only in the machines supplied by the Vendor, but also includes the software that are installed in the Server side in which the software runs for the operational needs of the Customer. Support for any Avaya related issues on client PC or Server is included.
 - Any Modifications and reconfiguration required in the IVR workflow of the contact Center should be handled by the supplier during the contract period.
 - Any Modifications and reconfiguration required in the Customer satisfaction survey and POM module should be handled by the supplier during the contract period.
 - Any modifications related to the patient information from HIS system on the agent pop-up screen should be handled by the supplier during the contract period.
 - Hardware Firmware and AVAYA Software components need to be periodically updated or upgraded to the vendor recommended latest stable edition during the period of **3-years AMC**.