

Tender Reference: UHS/ ENG/ TENDER/0004/2022

06.06.2022

Tender Expiry Date: 30.06.2022

Title: CCTV UPGRADATION PROJECT

Dear Valued Vendors

The Hospital Management has decided to invite vendors for a Tender. You, as a vendor are requested to participate in the tender process by submitting your offer for one or more of the items described in attached document.

The Tenderer should comply with the following terms & conditions:

1. All the prices should be presented in UAE Dirham.
2. The Specification of the proposed product should be clear, informative & include Brand, Origin, Unit of Measure, Qty and Delivery Period.
3. The price quoted is inclusive of the delivery/ installation or as mentioned in the technical requirement (specified in the attached document) to **University Hospital Sharjah**.
4. Warranty and support services from manufacturer should be for 3 years. Vendor should provide 3 months support post installation.
5. Vendors have to submit their partnership level certificate of the proposed products.
6. Vendors have to submit the end of marketing, end of life and end of support documents regarding the proposed products. Failed to submit the documents will eliminate the vendors from the evaluation.
7. Vendors have to provide the customer references on similar projects.
8. Vendors have to provide the technical team details and their level of certifications on the proposed project.
9. Technical BOQ should be discussed with Support Services Department before submitting.
10. The financial offer should be on you company letter head containing authorized signatory and may please be sent to the attention of Director of Finance and Administration, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document**.
11. All deliveries should be made for ordered quantity in full to our Main Warehouse, located in the Hospital vicinity or as specified on the Purchase Order/ Contract.

12. 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 who has authority to bind their company for business relationship. Also is required the authorization letter/Agency certificate providing the confirmation that the vendor is legalized to supply the items on behalf of the manufacturer/principal company.
13. 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 the University Hospital Sharjah.
14. Any delays or short supply or non-conformance may result in the termination of Purchase contract and/or imposition of penalty for delayed supplies as per the discretion of the Hospital Management.
15. The proposed items should be evaluated & approved by our Hospital 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 will be considered as non-compliance with agreed terms.
16. The brand/manufacturer mentioned should be maintained during the Purchase contract period.
17. Any defective products should immediately be replaced with new ones, as and when notified within a maximum period of one month of date of notification.
18. University Hospital Sharjah will be constantly evaluating the compliance of Contracted Terms and consistency in supplies throughout the duration of the Purchase contract. Should Vendors not be meeting the requirements of University Hospital Sharjah, we reserve the right to cancel the contract giving 1 month notice.
19. Purchase Contact details (landline, mobile, emails) of the responsible person/s should be mentioned.
20. **Tenders should be submitted in two sealed envelope and submitted to 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 needs to be submitted to University Hospital Sharjah- **(Materials Management Department).**
 - i. The technical offer should conform to the Indicative specification as per attachment.
 - ii. Completed indicative specification document to submit along with the technical offer (hard copy).
 - iii. Reference hospital where the equipment is currently installed.
 - iv. Authorization letter from the Principal Company indicating.
 - v. Soft Copy (CD or USB)

- b. **The Financial Offer** address to Director of Finance and Administration, University Hospital Sharjah with **tender reference**.

All above document should be submitted before the tender expiry date, all documents submitted after the expiry date will not be accepted.

21. University Hospital Sharjah reserves the right to accept / reject the tenders without assigning any reason thereof.
22. Tender will be awarded project wise as per the Purchase contract.
23. Quality, Price, after sale services are combined parameters for tender evaluation.

The list of Equipment's/ Service/ Medical Disposables for which Tender is being invited are listed as per Annexure I which is an integral part of this Tender Invitation. The vendors are advised to strictly mention the Item Code, the Group Code mentioned therein.

Request for Proposal (RFP) – CCTV Upgradation Project

6th June 2022

1. REQUEST FOR PROPOSAL

The University Hospital Sharjah (UHS) herewith invites proposals from interested service providers to submit responses to this Request for Proposal (RFP) for the:

- CCTV Upgradation Project

2. PURPOSE

The purpose of this Request for Proposal (RFP) is to provide broad details relevant to the services required and is not intended to provide a detailed overview of every action required.

UHS is currently planning to procure a robust and highly scalable CCTV solution.

The purpose of this RFP is to:

- a. Select a competent proponent who has sufficient experience supplying, installing, training and supporting CCTV solution deployment that satisfies requirements equivalent to the UHS's requirements;
- b. Acquire hardware, software, support and implementation services required to deploy the CCTV solution.

The RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements as stated in this RFP.

3. PROJECT BACKGROUND

University Hospital Sharjah (UHS) is currently operating a video surveillance (CCTV) system (Honeywell) using analog cameras. UHS is seeking to upgrade their existing cameras to IP-based and also planning to add additional IP-based cameras (as identified in the site survey) and hence requesting proposals to provide cameras, cabling, and video management, to completely replace the surveillance camera system in use.

4. PROJECT SCOPE

UHS is requesting proposals to upgrade the existing CCTV system for use by the hospital through:

- Replacement of existing cameras, the addition of approx. 165 cameras for a total deployment of approx. 336 HD IP cameras (TBD) at UHS premises (indoor, outdoor and parking areas). *(The quantities of CCTV camera may depend on the proposed product and site survey).*
- Provisioning of a video management system, including applications, video processing, and storage servers, required to fully support HD image resolution, video retention requirements

and privilege -based administrative oversight for all cameras. Video management & recording system should be redundant to avoid single point of failure.

- Implementation of connectivity to provide transport of camera data from each camera location back to the IDF, MDF.
- To central video processing, storage array and management stations.
- De-installation and mining of existing cameras, and camera cabling, coax, and other.
- Wiring supporting old devices.
- All required civil/mechanical works should be included in the vendor's scope.
- Setting up of surveillance control room including furniture and other required materials.
- The horizontal cabling required to support the CCTV upgradation Project will be based on UTP Cat 6 network cabling supporting POE+ capable Ethernet switches and devices. Each run will be terminated at the device cable termination end in an RJ45 modular jack and at the Wiring Closet IDF/MDF end in an RJ45 Modular Patch Panel port. Vendor shall provide RJ-45 termination patch panels meeting Cat 6 or greater standard and structure cabling components (cable managers for patch panels, patch cables, cable labels etc.). UHS will provide rack space in each IDF.
- Solutions should include real-time monitoring per floor wise layout of the camera's status, in order to identify the camera either active or inactive.
- Proposed solution should include real-time alerts/notifications and reporting.
- Three (3) year Extended Support and Maintenance Plan
- The upgrade of the UHS CCTV surveillance system should monitor the hospital facilities which include, but not limited to these;
 - a) Hallways
 - b) Public & common areas
 - c) Entrances
 - d) Security high risk areas
 - e) Cash counters
 - f) Receptions etc.
 - g) Clinical & non-clinical areas
 - h) Elevators
 - i) Energized & utility rooms
 - j) IT data centers
 - k) Parking areas and roof top

5. REQUIREMENTS

The proposed solution(s) must meet the below technical & functional requirements and design objectives delineated herein. These features will be part of the scope of work. For each technical specification necessary evidence must be submitted in the compliance sheet (APPENDIX-A).

5.1. Technical & Functional Requirements

5.1.1. CCTV Camera's Requirements

- Vendor should propose camera types (dome/bullet/infrared night-vision etc.) based upon the location and site survey.
- Vendor should propose camera coverage (90, 180, 360 degrees) based upon the locations.
- Cameras should be minimum 2MP with full HD resolution supporting POE functionality.
- Proposal should include motion-based cameras (based upon site survey and location).
- Cameras should have a built-in minimum storage to hold & save the recordings on the camera itself for a period 7 days if in-case they lose communication with the NVR.
- Outdoor cameras should be IP66 based standard.
- Proposed cameras and system must support Artificial Intelligence (AI) such as fall detection, face detection and tracking etc.

5.1.2. Server & Storage Requirements

- Solution should be NVR based with dedicated storage.
- Solution should include a minimum H.265 codec or latest in order to compress the video to save bandwidth and storage space.
- NVR should have enough capacity to store the recording content from all the cameras with a minimum retention of 365 days.
- NVR storage should have fault tolerance at the disk level.
- Vendor should provide a hardware server to host the application.
- Required licenses for the hardware (server & storage) should be included in the proposal.
- Proposed solution should support fast recording and fast retrieval of the recorded data.

5.1.3. Video Management System (VMS) & NVR Requirements

- Proposed video management software should provide centralized video monitoring and management of all CCTV cameras from a central surveillance control room.
- Proposed VMS should support alert notifications for all components.
- VMS should support Role-based access.
- Proposed VMS should support a web-based administrative interface.
- Setting up of surveillance control room including all required equipment, furniture and other required materials. Surveillance control room requirements has to be suggested based on the site visit.

- Proposed NVR solution should support Artificial Intelligence (AI) such as fall detection, face detection and tracking etc.
- NVR system must support comprehensive time based playback options. Playback must include fast forwarding, fast rewinding, slow motion, zoom-in, zoom-out etc.

6. SECURITY AND AUDIT

The solution should not cause any security vulnerabilities and comprehensive auditing.

7. TRAINING AND SUPPORT

7.1. Training

Provide Free-of-cost onsite manufacturer training for end users & administrators to be trained to configure, operate and maintain the proposed solution.

7.2. Support

- Proposed SLA must include 24 x 7 support (manufacturer support) of 3 years for proposed solution and quarterly preventive onsite maintenance. During the 3 years period all updates and upgrades of all solution components should be carried by the vendor and should be part of the proposed SLA.
- Need to specify what will be on-going maintenance cost (HW/SW/Licenses) in figures for 4th & 5th year each.

8. INSTRUCTIONS TO VENDORS

- Vendor must have a highest level of partnership with the proposed product.
- Vendor must be SIRA certified.
- Vendor should comply with all applicable local laws and regulations.
- Vendors must address all information specified by this RFP.
- Vendor to clearly specify the structure of licensing whether it is annual or perpetual.
- It is mandatory for the vendor to provide item-vised and with sub-total prices in commercial proposal.
- Technical and financial proposals should be submitted to Director of Finance Office in separated sealed envelopes.
- Partial proposals will not be considered/accepted.
- It is mandatory for the Vendor to submit End-of-Sale, End-Of-Support, and End-Of-Life for each individual hardware component - Proof documents from the manufacturer to be attached with the proposal. *Note: Proposals submitted without these documents will not be considered.*
- Vendor should provide reference sites where each components/module of your proposed solution has been installed. UHS may contact these users to obtain any information on the solution and implementation. Vendors will co-ordinate with the reference sites and arrange the visit on request from UHS if required.
- Vendor is required to share the manufacturer's vision and road map to look for indicators of an advanced technology strategy (*Proof documents need to be provided*).
- Vendor should commit the hardware and required software's delivery within 4 weeks' period (*Note: UHS is exempted from Sharjah Customs*).

- Vendor should discuss the final technical proposal with the technical team before submission.
- Proposal should include ongoing hardware warranty, support and license subscription for 4th and 5th each year.

8.1. Completing the UHS Technical & Functional Requirements (Compliance Sheets) Specification

The Requirement Specification contains a list of requirements of the service. The vendor should respond as follows in the level of compliance column:

Response	Meaning
Compliant	Requirements are met without customization.
Customize	Basic functionality exists in solution, but it must be customized to meet requirements.
Not Compliant	Solution can't meet the requirements.

- Vendor must share the filled Compliance sheet and should discuss it with the IT dept. before submitting the proposal
- The response should be given by stating the response that applies to the requirement from the table above. **Please provide an explanation whatever be the response. Provide the explanation in the COMMENTS column or on a separate page, if necessary, with reference to the requirement number.**