

Date: 20th December 2023

Tender Reference: UHS/ENGG/TENDER/0033/2023

Closing Date: **8th January 2024**

Request for Comprehensive Proposal to Provide Maintenance Services of the Building & related Premises

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).

The Tenderer should comply with the following terms & conditions:

- Comprehensive Proposal to provide Maintenance services of the Building and related premises.
- The Specification of the proposed service, supply of product should be clear, informative & include Brand, Origin, Unit of Measure, Qty and Delivery Period.
- The price quoted is comprehensive or as mentioned in the project scope as described in this document.
- The financial offer should be on your 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.
- 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.
- Standard payment terms are 90 days from the date of completion of delivery of service or as specifically agreed in the purchase contract with University Hospital Sharjah.
- 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.
- The proposed services and supply of 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.
- The brand/manufacturer mentioned should be maintained during the contract period.

- Any defective products should immediately be replaced with new ones or rectified, as and when notified within a maximum period of one month of date of notification.
- University Hospital Sharjah will be constantly evaluating the compliance of Contracted Terms and consistency in supplies and progress of work throughout the duration of the project. Should Vendors not be meeting the requirements of University Hospital Sharjah, we reserve the right to cancel the contract if the vendor not able to rectify during the time allotted by the customer representative.
- **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- (Administration Office Finance Department- UHS).
 - i. The technical offer should conform to the Indicative specification as listed in the tender.
 - ii. Technical offer (hard copy and soft copy).
 - iii. Reference project where similar service was performed.
 - 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.

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

For University Hospital Sharjah

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 have Maintenance service contract for the Building and Related Premises.

The purpose of this RFP is to:

- (a) Select a competent Proponent who has sufficient experience In Hospital Sector maintenance, specialized and adequate Man power Deployment and supporting the solution deployment that satisfies requirements equivalent to the UHS's requirements.

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

3. PROJECT BACKGROUND

The University Hospital of Sharjah (UHS) is located adjacent to the sprawling campus of University of Sharjah. The prestigious, world-class Hospital is synonymous with commitment, care and impeccable services it offers to the patients. We are one of the best hospitals in the region.

UHS is Having One Main Building, Dr. Accommodation, Nursing Accommodation 3 Blocks and related 1500 Plus Parking's area.

Total Area of the Main Building Is 36,300 Sqm (approx.) with Basement, Ground, First, Second and Third floor. With total no Inpatient rooms of approx. 220 no's, 150 no's Ambulatory rooms and 4 no's VIPS sites, OPD clinics Etc.

For further more Details of Departments and type of rooms Kindly refer to the Drawing General Layout attached.

3.1. PROJECT SCOPE

The Proposed tender for Maintenance Services must meet the technical, functional and Comply all our requirements delineated in this RFP. Successful vendor should submit the related Documents and Reference of current projects Specifically Hospitals.

Requirements:

1. Entire HVAC System.
 - Chilled Water System
 - Condenser Water System
 - Steam Generation & Distribution System
 - LTHW System
 - Air Distribution System
 - Condenser & Evaporator de-scaling and etc.
2. Entire Electrical and Low current System.
 - 11/3.3 kv Switch gears
 - LV Panels, SMDB, DB's
 - Benshaw Soft starters for Chillers
 - Generator with ATS
 - Generator Fuel System
 - Isolated Power System
 - Extensible 3.3kv Isolators
 - Central Battery System
 - UPS System.
 - CCTV System (only operations. PM contract is already issued for 3 years)
 - Access Control System
 - Nurse Call System (only operations. PM contract is already issued for 3 years)
 - IPTV, SMATV system and LED Wall (only operations. PM contract is already issued for 3 years)
 - Lighting Control System
 - Telephone & Data System
 - Dimming System
 - Central Clock System
 - Fire Alarm System
3. Entire Sanitary and Plumbing System.
 - Drainage System
 - Cold & Hot Water Supply and Return System
 - Water Filtration System (including RO plant at energy center).
4. Shuttering Door and Sliding Glass Door
5. Painting, Masonry and carpentry work. (materials will be supplied by Client)
6. Entire Medical gas system.
 - MG Plant Distribution System
 - AVSU
 - Medical Gas Master Alarm Panel

- Medical Gas Portable Cylinders Storage and distribution.
- Vacuum Plant.
- Air Plant.
- 7. Fire Fighting & Fire Protection Systems
 - Water Fire Suppression
 - Clean Agent Suppression
 - Wet Chemical Fire Suppression
 - Fire Alarm & Voice Evacuation System.
- 8. Building Management system and CMS System.
- 9. Other Equipment and Systems
 - Server Room MEP Equipment's (UPS, CCU)
 - Pneumatic Tube System
 - Cold Storage Rooms
- 10. Lifts & Elevators.
- 11. Generators
 - Cummins 1500KV 3 no's (yearly once have to perform B Service by third party).
 - MTU 3.3KV 2nos and 414V 2 no's (Ever 2 years once have to perform B Service by third party).

Further more details of the equipment's/ Inventory and additional is attached in Annexure 1.

All mentioned Above Equipment's tasks should be **Comprehensive**.

All Materials and Spare parts and Refrigerant, oils etc. Required to Perform tasks to be supplied/ scope of the contractor. Only consumables like Battery's, HEPA filters, AHU filters, Medicals gas system filters and water filtration chemicals will be supplied by client.

- The areas covered for the scope of work shall be Main Hospital Building, Nursing Accommodation, and the Family Accommodation.
- Details, type and specification of MEP equipment is attached in Annexure 1- Main Building, Dr. Accommodation, Nursing Block B, C and D.
- Vendor has to consider All the comprehensive Preventive maintenance and operations of Equipment's as per attached in Annexure 1. And should follow the Manufactures SOP.
- Apart from that if any building related MEP or Civil services missed from inventory/ Annexure 1. Vendor has to consider those equipment's too.
- All Equipment's Pre planned planner for a year has to be made and shared to client. And works has to be carried based on approved PM planner.
- On conclusion of each inspection and maintenance service, the Contractor shall present a Site Visit Report/ Preventive Maintenance Report for the

customer's signature. The Customer or his representative shall sign the report, a copy of which shall be handed over to the Customer / or his representative for his record.

- **Third party mentioned in the annexure 1 states that. Vendor should perform all the Preventive Maintenance of those Equipment's Mandatory with Authorized Dealers. And only operation with In house team.**

Vendor has to submit the third-party contractors' details and Manufacture's Authorization letter details for Equipment's PM will be done by third party who will carry out.

Water tank cleaning:

Contactor has to Clean all the Water Tanks Semiannually from Specialized Third party. Including Main building, Dr accommodation and Nursing Blocks.

Kitchen equipment:

All Kitchen equipment (only related to Cooking and its supports items like Ovens, Cooking range etc.) are Maintained by Kitchen Contractor. Maintenance contractor has to Support In case of Emergency.

Other than that General MEP related works, Cold Storages and Duct cleaning Every Quarterly is Maintenance contractors' scope.

Man power Deployment:

- Contractor has to Deploy Man power not less than as per Annexure- 2.
- Man power Deployed at site should be technical Qualified and Experienced in Health care sector and Should comply Minimum requirement mentioned below.

Engineers – Should have Bachelor's Degree in Respective Specialized Filed and Minimum of 5 years of Experience Mandatory in Healthcare Sector.

Supervisors / Foremen's- Should have Diploma in Respective Specialized Filed and Minimum of 5 years of Experience Mandatory in Healthcare Sector.

Technicians- Should have Diploma/ ITI or Basic Education and Minimum of 3-5 years of Experience in Respective Specialized Filed.

- The manpower deployed at the site shall all be on the visa of the Contractor and the requirements of the UAE Labor Law shall be complied with all of them. The Contractor shall have the necessary Workmen

Compensation Coverage as are required, as well as have them covered under the Medical Insurance.

- The personnel deployed at the site shall follow the discipline rules, hospital policies, rules, regulations and practices as are followed by the Hospital staff alike, even though they are employees of the Contractor.
- The Manpower resources available (as per Annexure 2 or subsequent additional staff if any) can be utilized, at the option of the Client, for any other tasks than specified in this contract or RFP.
- Man Power Deployed At site Should comply Below Duty Timing requirements.
 - Office staff (Engineers/ Supervisors- 08 AM to 05: 30 PM Saturday- Thursday)
 - All Technicians 07 AM to 05: 30 PM All over the Week.
 - Other than that following's staff should serve at site 24X7 on 12 hrs. shift- minimum BMS Operator 1, Energy center technicians 2 no's, Electricians 2 no's, HVAC technicians 2 no's, Plumbing and Medical Gas technicians 2 nos.

Attendance of all the staff is monitored by client biometric system. Any staff on leave or vacation should be Replace with another staff with prior notification of Client.

Civil defense and other Authority Approvals:

Contractor has to obtain every year civil defense Approval of the Building before it expires and has to consider all its related scope of works and Documentation.

Contractor has to support or provide Client with Documents, Designs, Calculation and any Third-party test certificates for Any authority approvals Like MOH, CAP, JCI, SEWA, Sharjah Municipality, Renovation works etc.

Responsibility of Contractors:

- a) To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.
- b) To study and carefully correlate supplier's knowledge and observations with the contract documents and such other related data.

- c) All the tools, instruments, implements, required in performance of the scope of works shall be maintained and sourced by the contractor at their cost and shall be maintained and stored in sufficient quantities

WORK CO-ORDINATION:

The Contractor shall fully co-ordinate with Clients authorized representatives, on daily basis or as needed, of the various stages of the works in any equipment listed in Appendix 1 to ensure an efficient, orderly and timely performance and completion of works under the Contract. The Contractor must submit reports listed below and also comply with the Key Performance Indicators.

REPORTS:

No.	Description	Frequency Submission of Reports	Action to be taken if target is not achieved
1	Manpower Deployment	Daily	Manpower deployment Less than 100% (either resigned or on annual vacation) needs to be arranged as Replacement employees within 3 days. And anticipated value will be deducted from the monthly Invoice.
2	Activity Report (Operation and Maintenance)	Monthly	Meetings will be arranged with senior management and Contractors Engineers and Managers to discuss and reach the target value.
3	MEP Systems PPM Compliance	Monthly	Meetings will be arranged with senior management and Contractors Engineers and Managers to discuss and reach the target value.
4	Online and call-out maintenance requests	Monthly	Meetings will be arranged with senior management and Contractors Engineers and Managers to discuss and reach the target value.

SAFETY AND OTHER REQUIREMENTS:

The Contractor shall, in performing the Contract, comply with Customer's relevant premises, worksite, safety requirements and other Customer's applicable rules, regulations and directions including proper personal protective equipment. The Contractor shall also comply with the relevant statutes, rules and regulations of Local and Public authorities.

The Contractor shall at all times, keep the work site clean and free of waste materials and waste products during performance of the contract. Upon completion of works, the Contractor shall remove from the worksite and the customer's premises all temporary equipment and structures, packing, waste and unused materials, rubbish and other such objectionable items leaving the worksite and customer's premises clean and ready for operational use to the satisfaction of the customer.

4. INSTRUCTIONS TO VENDORS

- contractor must address all information specified by this RFP.
- Contractor has to comply All the requirements and has to share official documents related to it in technical proposal to get qualify technically.
- It is mandatory for the contractor to provide Break Down and with sub-total prices in Commercial Proposal.
- Technical and Financial proposals should be submitted to Director of Finance Office in separated shield envelops.
- Partial proposals will not be considered/accepted.
- Site visit is only on Sunday to Thursday from 09AM till 03PM only.

Annexure 2- "MANPOWER"

No.	DESIGNATION	NOS.
A	STAFF	
1	Facilities HOD	1
2	Facilities Engineer Electrical	1
3	Facilities Engineer Mechanical	2
4	Supervisor/ Foreman	8
B	HVAC SYSTEM	
1	Chiller Technician/AC Technician	7
2	CHW/Cond/LTHW Pumps	1
3	Steam Boiler	1
4	Welder	1
5	BMS- call center & Pneumatic Tube Technician	3
C	PLUMBING/FIRE FIGHTING & MEDICAL GAS SYSTEMS	
1	Plumber	3
2	Fire Fighting Systems Technician	1
3	Medical Gas Technician	1
4	RO Water Treatment Technician	1
D	ELECTRICAL SYSTEMS	
1	Access Control/CCTV/SMATV Technician	1
2	Central Battery/Nurse Call System Technician	2
3	Central Clock/Lighting Systems Technician	1
4	Fire Alarm/Generator/Isolated Power systems Technician	2
5	MCC Panel/UPS/Telephone Technician	1
E	GENERAL MAINTENANCE	
1	Carpenter	2
2	Painter	2
3	Mason	1
F	DOCTORS & NURSING ACCOMMODATION BLOCKS	
1	Electrician	2
2	AC Technician	1
3	Chiller technician	2
4	Plumber	2
5	Painter	3
6	Carpenter	1
7	Mason	1
	TOTAL	55