

**RFP Reference: UHS/SS/RFP/027/2025**

**2<sup>nd</sup> November 2025**

**RFP Closing Date: 10<sup>th</sup> November 2025**

| No. | Description                | Duration |
|-----|----------------------------|----------|
| 1   | Legal Translation Services | 1 year   |

**University Hospital Sharjah. (UHS)** Management has decided to invite vendors for a Request for Proposal (RFP). You, as a vendor are requested to participate in the RFP process by submitting your offer to provide the services as described in this document.

The RFP should comply with the following terms & conditions:

1. The proposal shall be clear, informative & include as per the requirement described in the RFP.
2. The financial offer should be on your company letterhead containing the authorized signatory and must be sent to the attention of the Director of Finance, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document.**
3. The price quoted is as mentioned in the technical requirement listed below (RFP) to UHS.
4. All translation services should be made for the agreed services in full, without partial completion of service or as specified on the Services contract/ Agreement. Failure to comply with the agreed completion period or any delay may result in penalties or agreement termination, as per the Services Agreement Terms and Conditions.
5. As a part of the RFP document, the Vendors are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager having the authority to bind their company for the business relationship. Also, the vendors are required to provide licenses, certificate confirming that the vendor is legalized to operate the proposed business activity. As well as the following documents:
  - a) Valid Trade License
  - b) Updated Company Profile
  - c) Tax Registration Certificate (TRN)
  - d) Full Company Address & Contact Details
  - e) Memorandum of Association (MOA) and Power of Attorney (POA) for authorized signatory (if applicable)
  - f) An official Authorization Letter/Agency Certificate, confirming the vendor's legal authorization to supply the specified items on behalf of the manufacturer or principal company.
  - g) Any additional approvals or compliance documents mandated by government authorities for the supply of the specified equipment.
  - h) Non-Liability Letter and Legal Clearance Confirmation.
  - i) Insurance Policies (General Liability, Professional Indemnity, etc.).

j) Declaration of No Ongoing Legal Disputes.

k) Vendor Code of Conduct Acknowledgment.

6. Standard payment terms are 45 days from the date of completion of delivery of services or as specifically agreed in Services contract/ agreement.
7. Any delays or non-conformance may result in the termination of Services agreement and/or imposition of penalty for delayed services as per the Services Agreement terms and conditions. **A performance bond may be required to ensure commitment to the agreed timelines and quality standards.**
8. The proposed services shall be evaluated & approved by UHS's before confirmation. Once the agreement is signed off, the services will have to correspond to the required services with specific time-frame, and as originally proposed, agreed and any deviations shall be considered a breach of service contract/agreement.
9. Any missed or erroneous translations shall be immediately rectified, as and when notified within a maximum period of 1 day from the date of notification, at no cost to UHS.
10. UHS will be constantly evaluating the compliance of Contract/Agreement Terms and consistency in performance of the services throughout the duration of the agreement.
11. Vendors are required to submit regular progress reports at agreed intervals detailing progress, challenges, and actions to address any delays or issues. Should Vendors not meet the requirements of UHS, UHS reserves the right to terminate the agreement if the vendor is not able to rectify during the time allotted by UHS's representative.

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 offer should must conform to the RFP Document as per the attachment.
  - ii. The offer shall be submitted (hard copy and soft copy saved in USB).
  - iii. Reference Hospital where similar work was performed.
- 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 shall have no obligation to accept any tender proposal submitted by any vendor. UHS may at its sole discretion and without providing any reason, accept or reject any or all proposals, in whole or in part. Such rejection shall not give rise to any claim, liability, or cause of action of any kind by the vendor against UHS.
14. Submission of a tender proposal shall not create an agreement, legal or other relationship between the vendor and UHS. No vendor shall acquire any rights, interests, or claims against UHS by submitting a proposal, participating in the tender process or relying on any communications related to the tender.
15. In the event UHS accepts a tender proposal of a vendor, the parties agree any such tender award will be subject to a Services Agreement and separate agreement outlining the specific terms and conditions of the project and services agreed.
16. All costs, expenses or losses incurred by the vendor in connection with the preparation, submission or presentation of its proposal shall be borne solely by the vendor. UHS shall have no liability, under any circumstances to reimburse, compensate or indemnify the vendor whether in part or in whole for such costs or expenses.
17. The vendors acknowledge and agree that they have not relied on any statement, representation, warranty, or promise made by UHS, whether oral or written, in preparing their tender proposal and all decisions and judgements regarding the submission of their proposal are made at their own discretion and risk.
18. UHS may at any time without liability, amend, suspend, or withdraw the tender invitation in whole or in part. UHS may also request additional information, clarifications or documents from any vendor and may reject any proposal that is incomplete, unclear or does not comply with the tender requirements as outlined in this document.
19. Quality, Price, and service are combined parameters for tender evaluation. Once a vendor has been selected, a negotiation period will follow to allow both parties to review the agreement terms thoroughly. This will ensure that all deliverables, KPIs, and expectations are clearly outlined before the final agreement is signed.
20. Vendors must submit a risk management plan, identifying potential risks to the project, such as security and confidentiality breaches, system failures, and disruptions to delivery schedules. Vendors should outline how they intend to address these risks, including their disaster recovery and business continuity plans.
21. Vendors are encouraged to adhere to ethical practices and sustainability standards in their operations. This includes providing energy-efficient equipment and adopting environmentally friendly practices in their supply chain and delivery.
22. The Vendor, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and Services 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.
23. 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. Vendors must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, vendors are required to notify UHS of any data breaches immediately. Compliance with relevant data privacy regulations (e.g., GDPR, UAE Data Protection Law) is mandatory. This includes all dealings, affairs, or secrets related to UHS they may have encountered 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.

24. The copyright, rights and ownership of any documents, materials and information 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. If the vendor develops any custom software or systems for UHS as part of this tender, UHS will retain ownership of the intellectual property or have clear licensing terms for its continued use. 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.
25. The vendors shall indemnify, defend and hold harmless UHS, its officers, employees and agents from and against any and all claims, liabilities, losses, damage costs, or expenses arising out of or in connection with:
- a. the vendors participation in the tender process
  - b. any errors, omissions, misrepresentations or inaccuracies in the proposal
  - c. any breach of the vendors' obligations under this tender invitation
26. To the maximum extent permitted by law, UHS expressly excludes any liability for:
- a. Any direct, indirect, incidental, consequential or special losses
  - b. Loss of profits, revenue, goodwill or business opportunities
  - c. Any claims by third parties arising from a vendor's proposal
  - d. Any loss or damage caused by errors, omissions or delays in the tender process
27. This tender invitation and all matters relating to it shall be governed by any construed in accordance with the laws of the United Arab Emirates. The competent courts of Sharjah, United Arab Emirates shall have exclusive jurisdiction over any disputes arising from or in connection with this tender.
28. This document and clauses therein constitute the entire understanding between UHS and any vendor regarding liability, proposal submission, and the tender process. No other communication, agreement or understanding, whether oral or written shall be deemed to modify, supersede, or expand these clauses.

University Hospital Sharjah

### Request for Proposal (RFP)

| No. | Description                | Duration |
|-----|----------------------------|----------|
| 1   | Legal Translation Services | 1 year   |

#### 1. Introduction

University Hospital Sharjah is seeking proposals from qualified and licensed Legal translation service providers (vendor) to deliver comprehensive translation services for University Hospital Sharjah. These may include medical reports, contracts, agreements, compliance documents, court filings, and other legal materials.

#### 2. Scope of Work

The successful vendor will be responsible for:

- Translating legal documents from English to Arabic and vice versa **ONLY**.
- Ensuring translations are accurate, contextually correct, and legally compliant.
- Providing certification and notarization when required.
- Standard translation is within 96 hours
- Urgent translation is within 48 hours
- Meeting deadlines for urgent (expedited) and standard requests.

#### 3. Proposal Requirements

Please include the following in your proposal:

- Company profile and relevant experience in legal translation.
- List of languages offered.
- Qualifications of translators (e.g., legal background, certifications).
- Specify turnaround times (standard and expedited).
- Pricing structure (per word, per page, or hourly).
- Quality assurance processes.
- Terms and conditions.
- References from past or current clients in the Healthcare sector.

#### 4. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and qualifications.
- Quality assurance measures.
- Cost-effectiveness.
- Capacity to meet deadlines.
- Client references.