

**Tender Reference: UHS/IT/TENDER/022/2024**

**7<sup>th</sup> August 2024**

**Tender Expiry Date: 2<sup>nd</sup> September 2024**

**Description: Annual Maintenance Contract (AMC) of SAP ERP Services**

**Dear Valued Vendors**

**University Hospital Sharjah. (UHS)** 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 as 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 supplies if any and deployment Period.
2. The price quoted is as mentioned in the technical requirement listed below (RFP-Technical specification document) to University Hospital Sharjah.
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. All deliveries should be made for the ordered scope of service in full to University Hospital Sharjah, located in UHS vicinity or as specified on the Purchase Order/ Contract.
5. 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 provide the services.
6. 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.
7. 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 Purchase Agreement terms and conditions.
8. 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.

9. UHS 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 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.  
Purchase Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.
10. **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 specification as per the attachment.
    - ii. Technical offer (hard copy and soft copy).
    - iii. Reference project where similar work was performed.
  - b. **The Financial Offer** addressed to UHS's Director of Finance and Administration, 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.
11. UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
- a. The tender will be awarded as a project or as per the Purchase contract.
12. Price, quality feedback, reference sites, are combined parameters for tender evaluation.
13. 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.
14. 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.
15. 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



# University Hospital Sharjah

## Technical Specification Document for Annual Maintenance Contract (AMC) of SAP ERP Services

## 1. Introduction

University Hospital Sharjah (UHS) is seeking proposals for an Annual Maintenance Contract (AMC) for its ERP systems, specifically tailored to SAP S/4HANA and SAP SuccessFactors. This document defines the technical requirements and expectations to ensure sustained, secure, and effective operation of these systems.

## 2. Background

UHS utilizes on premise SAP S/4HANA and SAP SuccessFactors to streamline various critical functions across financials, procurement, inventory management, plant maintenance, and human capital management. Given the integral role these systems play in daily operations, maintaining their functionality and security is paramount.

## 3. Objective

The primary objective of this AMC is to guarantee the systems' availability, security, and efficiency, thus supporting continuous hospital operations with minimal disruptions. The service provider will handle regular updates, resolve technical issues, Implement Change Request and ensure compliance with the latest data protection standards.

## 4. Scope of Work

**4.1 System Coverage:** The AMC will cover the following ERP systems and modules:

- **SAP S/4HANA:**
  - Finance (FI) and Controlling (CO)
  - Material Management (MM)
  - Human Capital Management (HCM) - Payroll
  - Plant Maintenance (Enterprise Asset Management)
  - FIORI
  - ABAP
  - BASIS
  - Process Orchestration
  - CPI
  - Custom built modules for Time management (including roster and time sheet management)
  - Custom built programs – FICO, MM, EP, HCM-payroll
  - Billing and Stock Interface with Hospital Information System
  - Biometric Integration
- **SAP SuccessFactors:**
  - Employee Central
  - Performance and Goal Management
  - Succession and Development
  - Learning
  - On/Offboarding

- Recruiting
- Compensation
- SAP JAM (Collaboration platform)

## 4.2 Technical Services:

- **Maintenance and Updates:** Routine and emergency maintenance including system updates and application of patches, stable version review and suggestion.
- **Technical Support:** 24/7 support with tiered response times based on the severity of issues reported.
- **System Monitoring:** Ongoing monitoring of system performance, with real-time alerts and detailed monthly performance reports.
- **In-Premises system audit** – include not limited to licenses usage, application code reviews, user security review
- SAP Applications & HANA Database Maintenance Points Performance tuning and optimization, Identification and resolution of performance bottlenecks on SAP Application.
- Performance tuning and optimization of HANA Database.
- Providing monthly and quarterly performance reports from application and database.
- Patch and Upgrade Management-
- Implementation of SAP notes and patches. Planning and execution of all S4HANA infrastructure Patches/Notes/upgrades as per the recommended time intervals, in case of critical patches to be implemented on priority basis.
- Ensuring compatibility of custom developments with new releases.
- Business continuity.
- Periodic recovery tests to ensure data integrity.
- Testing and validation of HANA Database backup and recovery procedures.
- Periodic testing between Main site and DR high availability.
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- Security and Compliance-
- Need to make sure proper Audit on database and Application activities.
- Regular audits and compliance checks.
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- Incident support-
- 24/7 support for S4HANA database and application related issues.
- Root cause analysis for recurring issues and mandatory documentation of incidents and resolutions.
- Maintenance of system documentation and configuration records.
- Coordination with SAP and SUSE vendors for support and escalations.
- Management of third-party integrations and dependencies.
- Required Support related to PI/PO issues.
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- Identification of potential issues and proactive resolution.
- Implementation of best practices on existing setup.

#### **4.3 Compliance and Security:**

- Adherence to international and local data protection regulations such as GDPR and HIPAA.
- Execution of biannual security assessments, with necessary actions taken based on audit outcomes.

#### **4.4 Documentation and Training:**

- Detailed documentation of all system maintenance activities, updates, and modifications.
- Regular training for UHS IT staff to familiarize them with updates and new system functionalities.

#### **4.5 Performance Metrics:**

- Establishment of clear metrics for system availability, support responsiveness, and issue resolution timelines.

#### **4.6 Additional Services:**

- Provision for system enhancements and additional integrations as per UHS requirements.