

**Tender Reference: UHS/ENG/TENDER/0001/2022**  
**Tender Expiry Date: 17.01.2022**

**02.01.2022**

**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. Support should be 3 years premium. Vendor should provide 3 months post support.
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 IT 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.

For University Hospital Sharjah

Materials Department

# Request for Proposal for Nurse Call System Project

## 1. REQUEST FOR PROPOSAL

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

- Nurse Call System Project

## 2. PURPOSE

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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 upgrade the existing Nurse Call system.

The purpose of this RFP is to:

- (a) Select a competent Proponent who has sufficient experience supplying, installing, training and supporting the solution deployment that satisfies requirements equivalent to the UHS's requirements;
- (b) Acquire hardware, software, maintenance, support and Implementation services required to deploy the nurse call system.

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

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Current nurse call system at UHS is Honeywell Ackermann which was deployed in 2010. Existing solution comprises of 12 zone controllers. Refer to the **Appendix-A** for the existing and additional requirement details.

UHS is planning to upgrade the existing Nurse Call system to update to latest technology and to avail the functionalities for fulfilling UHS current requirements.

### 3.1. Project Scope

The Proposed nurse call system solution must meet the technical & functional requirements delineated in this RFP. Successful vendor should initially supply, install and operationalize the following devices based on the requirements mentioned in this RFP.

- Code Blue functionality should be part the proposed solution.
- Supply of materials as per the attached Appendix-A and installation including civil works.
- Containments and wiring for all additional devices.
- Upgradation of complete system.
- Drawings as per the new revised system.
- Commissioning, documentation, training and handover.

## 3.2. Requirements

The proposed solution(s) must meet the Technical & Functional requirements and design objectives as per the attached BOQ. These features will be part of the scope of work.

- Proposed solution should be IP-based and must satisfy the requirements as mentioned in the **Appendix-A** document.
- Proposal should include 25 handheld SIM card supported devices for code blue purpose.
- System should be able to switch to GSM as a backup whenever the handheld device is out of wireless coverage.
- Proposed nurse call solution & code blue system should support integration with existing Avaya UC.
- Design and deploy complete system components.
- Patient room handset must support integration with room TV.
- The devices should support POE (Power over Ethernet) wherever required.
- Solution must include touch displays for medical rooms as per the BOQ.
- Required cabling should be part of the proposal.
- Proposal should include 3 years warranty, quarterly maintenance and 24/7 support. Maintenance should include timely software updates and upgrades.
- Should include onsite training for nurse call system end users and administrative teams.
- Should include complete system monitoring, alerting and reporting.
- Should include complete call tracking (with acknowledgements) for code blue functionality.
- Should provide complete implementation & design documents.

## 4. Security and Audit

The solution should not cause any security vulnerabilities.

## 5. Training and Support

### 5.1. Training

Provide Free-of-cost manufacturer onsite training for UHS end-users and nurse call system administration team.

### 5.2. Support

- Proposal must include 24 x 7 support of 3 years for all proposed solution components.
- Vendor should provide mandatory 3 Months support after go-live (remote and on-site support).
- **Need to specify what will be on-going maintenance cost (HW/SW/Licenses) in figures for 4th & 5th year.**

## 6. INSTRUCTIONS TO VENDORS

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- Vendor must have a highest level of partnership with the proposed product.
- 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 shield envelops.
- 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 4<sup>th</sup> and 5<sup>th</sup> each year.