

**Tender Reference: UHS/ENG/TENDER/0006/2022**

**12.09.2022**

**Tender Expiry Date: 22.09.2022**

**EXTENDED TILL 16TH OCTOBER 2022**

# Request for Proposal

## Supply & Installation of Dish Washer

### 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:

- Supply & Installation of Dish washer

### 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 Commercial type Dish Washer

The purpose of this RFP is to:

- (a) Select a competent Proponent who has sufficient experience supplying, installing, training and Pre-Installation related Dish washer 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 supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements as stated in this RFP.

### 3. PROJECT BACKGROUND

---

Existing Dish washer is Hobart FTN-S-A that was installed in 2010.

UHS is looking to replace the existing Dish washer with New with Commercial and Higher grade than the current.

### 3.1. Project Scope

The Proposed Dish washer must meet the technical & functional requirements Detailed in this RFP. Successful vendor should initially supply, install and operationalize the following devices based on the requirements mentioned in this RFP.

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.

- Dismantling and removal of existing Dish washer.
- Installation of new Dishwasher including the Pre-Installation works related to it.
- Testing & Commissioning.
- Dish washer should be Conveyor Commercial type.
- Proposed Dish washer should be Energy Conservative for power, Water and Detergent.
- Should have minimum three Cleaning zones Pre-wash, Main Wash and Rinse.
- Proposed Machine should Satisfy the Hygiene Requirements of Sharjah municipality, MOH, International Standards.
- Modification of existing power and Water lanes as per requirement.
- Proposal should be submitted after the site survey.
- By back value to be added for existing Dish washer.
- Proposed machine spare parts should be available for at-least 10 years from the date of installation.
- Proposal should include 3 years warranty and Additional 2 years as optional, maintenance AMC for 3 years and Additional 2 years as optional and 24/7 support.
- Should include on-site training for end users and administrative teams.
- Should include complete system monitoring, alerting and reporting.

## 4. Training and Support

### 4.1. Training

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

### 4.2. Support

- Proposal must include 24 x 7 support of 3 years for the proposed system.

## INSTRUCTIONS TO VENDORS

---

- 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 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.