

Tender Reference: UHS/IT- ENG/TENDER/0002/2021

26.10.2021

Tender Expiry Date: 09.11.2021

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. Only platinum or Gold or equivalent partnership level of vendors are requested to submit the proposal (if applicable).
3. The Specification of the proposed product should be clear, informative & include Brand, Origin, Unit of Measure, Qty and Delivery Period.
4. 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**.
5. Warranty and support services from manufacturer should be for 3 years. Support should be 3 years premium. Vendor should provide 3 months post support.
6. Vendors have to submit their partnership level certificate of the proposed products.
7. 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.
8. Vendors have to provide the customer references on similar projects.
9. Vendors have to provide the technical team details and their level of certifications on the proposed project.
10. Technical BOQ should be discussed with IT department before submitting.
11. 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**.

12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. The brand/manufacturer mentioned should be maintained during the Purchase contract period.
18. 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.
19. 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.
20. Purchase Contact details (landline, mobile, emails) of the responsible person/s should be mentioned.
21. **Tenders should be submitted in two sealed envelope and submitted to Administration Office Finance Department- UHS (Hard Copies):**
 - 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.

- 22. University Hospital Sharjah reserves the right to accept / reject the tenders without assigning any reason thereof.
- 23. Tender will be awarded project wise as per the Purchase contract.
- 24. 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 IPTV Project

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:

- IPTV Project

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 robust and highly scalable IPTV solution for patient rooms and common areas.

The purpose of this RFP is to:

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

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

UHS currently has WISI digital headend system (QAM & IP Output). The headend system is receiving channels from the rooftop satellite dish network. The WISI system is equipped with IP Output. Detailed information can be provided during the technical discussions. Currently UHS has 255 TV sets across the hospital which includes patient rooms and common areas.

UHS is planning to procure a comprehensive IPTV solution in order to enhance patient experience, share relevant information with ease and to integrate this solution with the existing WISI headend system to deliver the satellite channels to the IPTV.

UHS is planning to execute this project in two (2) phases. In Phase-1, UHS requires to replace 150 existing TV's with IPTVs resuming the satellite TV channels from the headend system. In Phase-2, UHS will procure the remaining 105 TVs and vendor has to implement the complete IPTV functionalities and required integrations to achieve the functionalities outlined in the project scope (**Ref# 3.1**).

3.1. Project Scope

The Proposed IPTV 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. Project should be executed in two phases as mentioned below.

3.1.1. Phase-1 Project Scope

- Vendor must propose, provision & install all the required IPTV solution components to be able to work with our existing SMA TV IP Output.
- Replacing existing TV sets (Qty. 150) with IPTVs (55"/65").
- TV resolution should be 4K.
- Centralized TV management interface to fully control IPTVs (stop/start, volume control etc.)
- Software should support grouping the channels which can help the patient to navigate easily.

3.1.2. Phase-2 Project Scope

- Vendor must propose, provision & install all the required IPTV solution components which includes backend servers, functionality configuration, and required work at the wall side to deploy IPTVs.
- Replacing remaining existing TV sets (Qty. 105) with IPTVs (55"/65").
- TV resolution should be 4K.
- Configure the system to share useful informational & promotional content.
- Stream live digital TV from existing satellite source headend system.
- Solution should provision an option for the patient to selectively view educational, informational & promotional marketing content.
- Inbuilt BYOD support (screen mirroring etc.) in IPTV.
- Deliver video, audio and content on demand.
- Pushing marketing & informational messages to TV sets such as promotional advertisements while watching a TV channel or while interacting with the live TV channel.
- Offering food ordering services.
- Comprehensive IPTV portal to enhance patient viewing and interactive experience.
- Integrate with hospital information system (Trakcare) for obtaining patient related information.
- Integrate the IPTV control with the Nurse Call (Honeywell Ackermann) remote.
- Support for scheduled announcements.
- Arabic and English content support. System should support Language selection option (Arabic/English).
- Support for scheduled/live scrolling information feed (Arabic & English).

- Digital signage should be part of IPTV and should be vendor agnostic and should support the existing signage displays which includes Floor Stand, LED Walls.
- Informational video content for IPTV usage.
- Common areas default channel to be Marketing channel and for the patient rooms default channel should be home interactive portal page.
- Group (TVs) based streaming of Informational or marketing content.
- Software should support grouping the channels which can help the patient to navigate easily.
- Backend Software should be easy to manage and administer. Software should support Role-based access.
- Software should provide full options to control IPTV (such as stop/start, volume control etc.).
- Backend critical systems should support alerting (email/SMS).
- Replacing the existing TVs and mounting & installation of new IPTVs.
- Solution should have an option to update the software of the proposed solution centrally which includes IPTVs and backend systems.
- Deliver video, audio and content on demand.
- Pushing marketing messages to TV sets.
- Integration with food ordering services.
- Interactive IPTV portal to enhance patient intuitive viewing and interactive experience.
- Integrate with hospital information system (Trakcare) to optimize the patient experience.
- Software should provide central management, monitoring and reporting.

3.2. Requirements

The proposed solution(s) must meet the below Technical & Functional requirements and design objectives delineated herein. All these features should be part of the scope of work relevant to the phases.

3.2.2. UHS Technical & Functional Requirements

IPTV Requirements

- Proposal should include two options for IPTVs one with 55" and other 65".
- Vendor has to propose 5 additional IPTVs for spare.
- TV resolution should be 4K.
- IPTV should have the capability to support the required interactive functionalities from the backend IPTV application.
- IPTV should integrate with the existing Honeywell nurse call system remote.
- IPTV should include the manufacturer provided easy to use smart remote.
- Mounting brackets & other TV accessories (power adaptors and cords) should be included.
- TV should be installed with latest firmware.
- Proposed IPTV should support 2 x HDMI inputs.

Software Functionality Requirements

- IPTV software should be able to deliver satellite channels to the TVs.
- Software should support grouping the channels which can help the patient to navigate easily.
- Software should support HD, Full HD and 4K video streaming with optimal bandwidth.
- Software should provide central management, monitoring and reporting.
- Configure the system to share useful informational & promotional content.
- Stream live digital TV from existing satellite source headend system.
- Solution should provision an option for the patient to selectively view educational, informational & promotional marketing content.
- Inbuilt BYOD support (screen mirroring etc.) in IPTV.
- Deliver video, audio and content on demand.
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4. Security and Audit

The solution should not cause any security vulnerabilities.

5. Training and Support

5.1. Training

Provide Free-of-cost training for two (2) UHS IT personnel's to be trained to administer and manage the proposed solution.

5.2. Support

- Proposed SLA must include 24 x 7 support (Manufacturer Support) of 3 years for proposed solution and quarterly preventive onsite maintenance. During the 3 years period all updates and upgrades of all solution components should be part of the proposed SLA.
- 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 each.**

6. 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 has to provide Technical and Commercial Proposals for the two phases (ref# 3.1) mentioned above separately.
- 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 4th and 5th each year.