

**Tender Reference: UHS/SS/TENDER/002/2025**  
**Tender Closing Date: 23<sup>th</sup> January 2025**

**12<sup>th</sup> January 2025**

**Description: VALET PARKING 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 to provide the services as described in the attached scope of service document.

The Tenderer should comply with the following terms & conditions:

1. The Specification of the proposed scope of services & should be clear, informative & include Qty, Duration, and Delivery Period.
2. The price quoted shall cover all services as mentioned in the scope of services.
3. 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.**
4. 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 supply the same equipment
5. Standard payment terms are 90 days from the date of completion of deliverables as agreed in the service contract or as specifically agreed in writing by the Support Services Department.
6. Any delays or non-conformance may result in the termination of service contract and/or imposition of penalty for delayed deliverables as per the Agreement terms and conditions.
7. UHS shall be constantly evaluating the compliance of Contracted Terms and consistency of response time and progress of work throughout the duration of the agreement. 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.

8. **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. A detailed company profile outlining relevant experience.
    - ii. The technical offer should conform to the scope of services as per the attachment.
    - iii. Technical offer in hard copy and soft copy- (USB).
    - iv. Reference hospital/facility where similar services are performed.
    - v. A clear and actionable plan for providing valet parking services.
  - b. **The Financial Offer** addressed to UHS's Director of Finance and Administration, with **tender reference.**
    - i. Comprehensive financial proposal in hard copy and soft copy- (USB).

All above documents should be submitted before the tender closing date, all documents submitted after the closing date shall not be accepted.
9. UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
  - a. The tender will be awarded as a project as per the contract.
10. Quality, Price, and scope of services are combined parameters for tender evaluation.
11. 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.
12. 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.
13. 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

## **Tender Details for Valet Parking Services**

**Hospital Name:** University Hospital Sharjah

### **Scope of Work**

We invite proposals from professional service providers to deliver valet parking services at our hospital. The objective is to ensure a seamless, safe, and efficient parking experience for patients, visitors, and staff.

### **Objectives**

- Streamline traffic flow and reduce congestion within the hospital premises.
- Enhance the experience of patients and visitors with reliable and professional valet services.
- Guarantee the safety and security of all parked vehicles.

### **Service Requirements**

- **Trained Staff:** The contractor must deploy courteous, professional, and uniformed valet attendants.
- **Operational Hours:** Ensure coverage during hospital-designated hours, including peak times.
- **Efficient Management:** Optimize parking area usage and facilitate smooth traffic flow, especially during emergencies or high-traffic periods.
- **Clear Signage:** Install and maintain clear and durable signage for valet services.
- **Cleanliness:** Keep the valet parking area neat and orderly at all times.
- **Staff Shelter:** Provide a weather-resistant covered area near the hospital entrance for valet staff to ensure comfort and protection. (options for shelter)

### **Safety and Security**

- **Vehicle Security:** Take responsibility for the safety of vehicles and any belongings inside.
- **Insurance:** Maintain valid and comprehensive insurance for valet operations.
- **Communication Tools:** Equip valet staff with communication devices for effective coordination.
- **Hospital Protocols:** Strictly adhere to the hospital's safety and security guidelines.

### **Compliance and Legal Obligations**

- Ensure compliance with all local laws and regulations regarding valet parking operations.
- Possess valid permits and licenses for operating on hospital premises.
- Maintain accurate records of parked vehicles and promptly address any incidents or complaints.

### **Qualifications and Experience**

- Demonstrated experience in providing valet parking services, preferably in healthcare or similar environments.
- Strong references from previous clients, highlighting reliability and professionalism.

### **Equipment and Technology**

- Provide durable parking tickets and an efficient vehicle tracking system.
- Utilize digital valet systems for real-time tracking and improved operational efficiency (preferred but not mandatory).

### **Reporting and Performance Monitoring**

- Submit periodic performance reports detailing operational efficiency, complaints received, and resolutions provided.
- Ensure all complaints are resolved within 24 hours and maintain high service standards consistently.

### **Evaluation Criteria**

- Competitive pricing that offers value for money.
- A detailed service delivery plan aligned with hospital needs.
- Full compliance with all stated requirements and standards.