

REQUEST FOR PROPOSAL (RFP)
SECURITY GUARDING MANPOWER SERVICES
FOR UNIVERSITY HOSPITAL SHARJAH (UHS)

1. INVITATION TO TENDER

University Hospital Sharjah invites qualified and licensed security service providers to submit proposals for the provision of professional security guarding manpower services for the hospital premises and associated facilities.

The successful Tenderer shall provide trained, licensed, and competent security personnel and shall comply with all applicable laws and regulations of the United Arab Emirates and specifically all regulatory requirements applicable within the Emirate of Sharjah.

2. TENDER DETAILS

Item	Description
Tender Date	21st May 2026
Tender Title	Security Guarding Manpower Services
Client	University Hospital Sharjah
Tender Reference No.	UHS/SS/TENDER/018/2026
Contract Type	Manpower Services Contract
Contract Duration	Three (3) Years, renewable subject to performance
Tender closing date	11th June 2026
Service Location	University Hospital Sharjah, Sharjah, UAE
Coverage Requirement	24 Hours / 7 Days
Proposal Currency	UAE Dirhams (AED)

3. BACKGROUND

University Hospital Sharjah is a leading healthcare institution requiring professional and reliable security manpower services to ensure the safety and security of patients, visitors, employees, contractors, medical assets, and facilities.

The Hospital seeks to appoint a qualified contractor capable of delivering high-quality healthcare security services in accordance with international best practices and all applicable UAE and Sharjah regulations.

4. OBJECTIVES OF THE CONTRACT

The objectives of this contract are to:

- Maintain high level of safe and secure environment within the hospital and staff housing premises.
- Prevent unauthorized access, security breaches
- Implement strict protocol for visitor management, identification of staff, visitor, contractors, students, interns, business representatives etc.
- Protect patients, visitors, staff, and assets.
- Ensure effective crowd and traffic management.
- Support emergency response and evacuation procedures.
- Investigate security related incidents and near misses
- Mitigate work place violence – Train security personal to de-escalate aggressive behavior from stressed patients, visitors and staff. Intervene early in verbal altercations to stop them from escalating into physical confrontations
- Secure vulnerable areas – Mandate continues monitoring of high risk areas like infant abduction risk areas, remote areas etc.
- Provide appropriate guidance to patient, visitors and staff
- Maintain professional and customer-oriented security operations.
- Ensure continuous compliance with all applicable laws and healthcare security standards.

5. SCOPE OF SERVICES

The Tenderer shall provide complete security guarding manpower services including but not limited to:

5.1 General Security Duties

- Access control and visitor screening
- Monitoring entry and exit points
- Static guarding services
- Internal and external patrols
- CCTV monitoring, ensure functioning of CCTV system and coordination with service provider. Report any defect, fault or other concerns related to the CCTV system.
- Incident response, reporting & investigation
- Parking and traffic management
- Crowd control
- Emergency response assistance
- Fire and safety monitoring
- Prevention of theft, vandalism, and misconduct
- Enforcement of hospital rules and security procedures
- Keeping accurate data and records, such as daily logbooks.
- Managing and securing lost and found items and patient's valuables
- Key management including safe keeping of keys, locking and opening departments, offices etc.
- Control and manage workplace violence

5.2 Coverage Areas

Security coverage may include:

- Main entrances and exits
- Emergency Department
- Outpatient departments
- Inpatient wards
- Pharmacy and medical stores
- Administrative offices
- Clinical procedure areas (such as Operation Theater, Labor & Delivery)
- Parking facilities
- Loading and service bays

- Mortuary and restricted areas
- Utility areas
- Staff Accommodation premises
- External perimeter

5.3 Operational Requirements

The services shall operate continuously on a 24/7 basis including:

- Day shifts
- Night shifts
- Weekends
- Public holidays
- Emergency situations

Shift schedules shall be approved by UHS management.

6. MANPOWER REQUIREMENTS

6.1 Categories of Personnel

The Tenderer shall provide, as required:

- Security Supervisors
- Security Team Leader
- Male Security Guards
- Female Security Guards

No.	Position	Time Schedule	No. of Personnel	Payment per Month (12 hours a day, 7 Days a week)	Total Monthly Cost
1	Security Supervisors	6AM- 6PM	1		
2	Security Team Leader	6PM- 6AM	1		
3	Male Security Guards	6AM- 6PM	16		
4	Male Security Guards	6PM- 6AM	9		
5	Female Security Guards	6AM- 6PM	3		
6	Female Security Guards	6PM- 6AM	1		
Total Cost					

Additional Security Guards, if needed, shall be charged at the rate of AED_____ per hour.

6.2 Minimum Personnel Qualifications

All deployed personnel shall:

- Hold valid UAE residence visas and work permits.
- Hold valid security industry licenses and approvals required under UAE and Sharjah regulations.
- Be medically fit.
- Be professionally trained in security operations.
- Have no criminal record.
- Be able to communicate effectively in English.
- Maintain professional appearance and conduct.
- Demonstrate customer service skills suitable for healthcare environments.

Preference shall be given to personnel with healthcare or hospital security experience.

7. REGULATORY AND LEGAL COMPLIANCE

The Tenderer shall fully comply with all applicable UAE Federal Laws and all regulations, directives, and requirements applicable within the Emirate of Sharjah.

The Tenderer shall ensure compliance with all applicable requirements of:

- UAE Labour Law
- Ministry of Human Resources and Emiratization (MOHRE)
- UAE Immigration Regulations
- Sharjah Police requirements
- Sharjah Municipality regulations
- UAE Civil Defense regulations
- Telecommunication Regulatory Authority (TRA)
- Occupational health and safety requirements

- UAE data protection and confidentiality regulations
- Any applicable private security regulations and licensing requirements

The Tenderer shall maintain all licenses, permits, approvals, and registrations valid throughout the contract duration.

Failure to maintain regulatory compliance shall constitute a material breach of contract.

8. HEALTHCARE SECURITY REQUIREMENTS

The Tenderer shall ensure all security personnel are trained in:

- Hospital security operations
- Patient and visitor handling
- De-escalation and conflict management
- Emergency response procedures
- Facility Management & Safety including Fire safety and evacuation
- Infection prevention and control
- Quality Improvement & Patient Safety
- Confidentiality and patient privacy
- Basic first aid and CPR
- Incident reporting and investigation procedures
- Effective communication
- Basic computer operation skill.
- CCTV monitoring and playback experience

Security personnel shall maintain professional and respectful conduct at all times.

9. TRAINING REQUIREMENTS

The Tenderer shall provide ongoing training programs covering:

- Security operations
- Healthcare environment awareness
- Customer service
- Emergency procedures

- Fire and life safety
- Occupational health and safety
- Infection control
- Report writing
- Defensive techniques (where legally permissible)
- Traffic and crowd management
- Incident reporting and investigation

Training records shall be maintained and submitted upon request.

10. UNIFORMS AND EQUIPMENT

The Tenderer shall provide all personnel with:

- Approved uniforms
- Identification badges
- Safety shoes
- Communication equipment including walkie talkies (with applicable Telecommunication Regulatory Authority license, issuance and renewal of this license shall be contractor's scope)
- Flashlights
- PPE as required
- Reporting materials and stationeries

Uniforms shall be professional and appropriate for a healthcare environment.

No weapons shall be carried unless approved by competent authorities and UHS.

11. PERFORMANCE STANDARDS

The Tenderer shall ensure:

- 100% staffing coverage
- Timely replacement of absent personnel
- Compliance with approved schedules
- Timely incident response

- Accurate reporting
- Professional conduct

The Hospital reserves the right to impose penalties for service failures or non-compliance.

12. REPORTING REQUIREMENTS

Daily Reports

The Tenderer shall submit:

- Attendance records
- Incident logs
- Patrol reports
- Visitor and access records
- Lost & Found reports
- Contractors and supplier register log
- Patient transfer and discharge logs
- Gate pass reports
- CCTV playback request, PPM and maintenance reports / logs

Monthly Reports

The Tenderer shall submit:

- Staffing reports
- KPI performance reports
- Incident analysis
- Training records
- Corrective action reports

Serious incidents shall be immediately escalated to UHS management.

13. HEALTH, SAFETY AND ENVIRONMENT (HSE)

The Tenderer shall comply with all applicable HSE requirements and shall:

- Conduct risk assessments
- Ensure PPE compliance

- Report accidents and incidents
- Participate in emergency drills
- Maintain safe working practices
- Follow and implement UHS Safety policies and procedures

14. CONFIDENTIALITY

The Tenderer and its employees shall maintain strict confidentiality regarding:

- Patient information
- Medical records
- Security systems
- Hospital operations
- Staff information
- Internal procedures
- CCTV data

No information shall be disclosed without prior written approval from UHS.

15. INSURANCE REQUIREMENTS

The Tenderer shall maintain valid insurance coverage including:

- Workmen's Compensation Insurance
- Employer's Liability Insurance
- Public Liability Insurance
- Third-Party Liability Insurance
- Employee Medical Insurance

Evidence of insurance shall be submitted before mobilization.

16. CONTRACTOR RESPONSIBILITIES

The Tenderer shall be fully responsible for:

- Recruitment and mobilization
- Salaries and benefits

- Visa processing
- Accommodation and transportation
- Staff welfare
- Supervision and management
- Replacement of personnel
- Compliance with labour laws

All deployed personnel shall remain employees of the Tenderer.

17. UNIVERSITY HOSPITAL SHARJAH RESPONSIBILITIES

UHS shall provide:

- Access to work locations
- Assignment of security posts
- Site orientation
- Coordination support
- Operational feedback

18. SERVICE LEVEL AGREEMENT (SLA)

KPI	Minimum Requirement
Security Staff Attendance Compliance Rate	100%
Failure to achieve KPI targets may result in service penalties.	
Internal Monitoring	
Staffing Coverage	100%
Uniform Compliance	100%
Incident Reporting Accuracy	100%
Training Compliance	100%
Response Time	As per agreed SLA
Staff Performance	100%

- Security staff shall be provided with a weekly day off
- Security staff break times shall not compromise their duties, and a reliever must be provided to cover the staff

19. MOBILIZATION REQUIREMENTS

The successful Tenderer shall complete mobilization within the timeline specified by UHS including:

- Submission of staff details
- License verification
- Security clearances
- Uniform issuance
- Equipment deployment
- Completion of induction training

20. TENDERER ELIGIBILITY REQUIREMENTS

As a part of the Tender document, the tenderer is 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. Valid security service provider license issued by the competent authority in the Emirate of Sharjah.
- b. Criminal record / good-conduct clearance certificate for the company and the authorized signatory.
- c. Bank statement or bank guarantee evidencing financial capacity, together with audited financial statements for the last two (2) years.
- d. At least three (3) client reference letters from engagements within the last two (2) years.
- e. Written confirmation of no outstanding court judgments, liens, or insolvency proceedings against the Tenderer.
- f. Updated Company Profile
- g. Tax Registration Certificate (TRN)

- h. Full Company Address & Contact Details
- i. Memorandum of Association (MOA) and Power of Attorney (POA) for authorized signatory (if applicable)
- j. An official Authorization Letter/Agency Certificate, confirming the vendor's legal authorization to supply the specified items on behalf of the manufacturer or principal company.
- k. Any additional approvals or compliance documents mandated by government authorities for the supply of the specified equipment.
- l. Non-Liability Letter and Legal Clearance Confirmation.
- m. Insurance Policies (General Liability, Professional Indemnity, etc.).
- n. Declaration of No Ongoing Legal Disputes.
- o. Vendor Code of Conduct Acknowledgment.

21. TECHNICAL PROPOSAL REQUIREMENTS

The Technical Proposal shall include:

- Relevant experience
- Methodology and work approach
- Staffing plan
- Training plan
- Organizational structure
- Emergency response procedures
- Quality assurance measures
- HSE management plan
- Regulatory compliance plan

22. COMMERCIAL PROPOSAL REQUIREMENTS

The Commercial Proposal shall include:

- Monthly manpower rates by category
- Any additional charges

All pricing shall be submitted in AED.

23. TERMS AND CONDITIONS

- UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
- Tenderer must submit a risk management plan, identifying potential risks to the project, such as security breaches, system failures, and disruptions to delivery schedules. Tenderer should outline how they intend to address these risks, including their disaster recovery and business continuity plans.
- Tenderer are encouraged to adhere to ethical practices and sustainability standards in their operations. This includes providing energy-efficient equipment and adopting environmentally friendly practices in their supply chain and delivery.
- The Tenderer, 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.
- The Tenderer, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the tender - written or oral. Tenderer must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, Tenderer are required to notify UHS of any data breaches immediately. Compliance with relevant data privacy regulations (e.g., GDPR, UAE Data Protection Law) is mandatory. This includes all dealings, affairs, or secrets related to UHS they may have encountered during the tender process. Tenderer shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.
- 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. If the Tenderer develops any custom software or systems for UHS as part of this tender, UHS will retain ownership of the intellectual property or have clear licensing terms for its continued use. 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.

24. TERMINATION

UHS reserves the right to terminate the contract for:

- Regulatory non-compliance
- Failure to maintain licenses
- Poor performance
- Safety violations
- Breach of confidentiality
- Misconduct
- Breach of contract

25. DECLARATION

We hereby confirm that:

- All information submitted is true and correct.
- We fully comply with all applicable UAE and Sharjah regulations.
- We have reviewed and understood all tender requirements.

Authorized Signatory:

Name: _____

Position: _____

Company: _____

Signature: _____

Date: _____