Tender Guidelines

RFP Reference: UHS/ENG/TENDER/043/2026 **15th October 2026**
RFP Closing Date: 21th October 2026

No.	Description
1	**Medical Grade Curtains for New Physiotherapy Building**

University Hospital Sharjah. **(UHS)** Management has decided to invite vendors for a Request for Proposal (RFP). You, as a vendor are requested to participate in the RFP process by submitting your offer to provide the services as described in this document.

The RFP should comply with the following terms & conditions:

1. The proposal shall be clear, informative & include as per the requirement described in the RFP.
2. 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**.

3. The price quoted is as mentioned in the technical requirement listed below (RFP) to UHS.

4. All deliveries should be made for the ordered quantity in full, without partial shipments, to our Main Warehouse, located in UHS vicinity or as specified on the Purchase Order/ Contract. Failure to comply with the agreed delivery schedule or any shortfall in quantity may result in penalties or contract termination, as per the Purchase Agreement Terms and Conditions.

5. As a part of the RFP document, the Vendors are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager having the authority to bind their company for the business relationship. Also, the vendors are required the provide licenses, certificate confirming that the vendor is legalized to operate the proposed business activity. As well as the following documents:

    a) Valid Trade License

    b) Updated Company Profile

    c) Tax Registration Certificate (TRN)

    d) Full Company Address & Contact Details

    e) Memorandum of Association (MOA) and Power of Attorney (POA) for authorized signatory (if applicable)

    f) 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.

    g) Any additional approvals or compliance documents mandated by government authorities for the supply of the specified equipment.

    h) Non-Liability Letter and Legal Clearance Confirmation.

    i) Insurance Policies (General Liability, Professional Indemnity, etc.).

j) Declaration of No Ongoing Legal Disputes.

k) Vendor Code of Conduct Acknowledgment.

6. Standard payment terms are 90 days from the date of completion of delivery of supplies/ services or as specifically agreed in purchase contract/ agreement.

7. Any delays or non-conformance may result in the termination of Services agreement and/or imposition of penalty for delayed services as per the Services Agreement terms and conditions. **A performance bond may be required to ensure commitment to the agreed timelines and quality standards**.

8. The proposed services shall be evaluated & approved by UHS's before confirmation. Once the agreement is signed off, the services will have to correspond to the required services with specific time-frame, and as originally proposed, agreed and any deviations shall be considered a breach of service contract/agreement.

9. The specified brand and manufacturer must remain unchanged throughout the contract period unless otherwise approved by UHS in writing.

10. UHS will be constantly evaluating the compliance of Contract/Agreement Terms and consistency in performance of the services throughout the duration of the agreement.

11. Vendors are required to submit regular progress reports at agreed intervals detailing progress, challenges, and actions to address any delays or issues. Should Vendors not meet the requirements of UHS, UHS reserves the right to terminate the agreement if the vendor is not able to rectify during the time allotted by UHS's representative.

12. Vendor Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.

13. **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. The offer should must conform to the RFP Document as per the attachment.
        ii. The offer shall be submitted (hard copy and soft copy saved in USB).
        iii. Reference Project/Hospital where similar work was performed.

    b. **The Financial Offer** addressed to UHS's Director of Finance, with **tender reference**.

    All above documents should be submitted before the tender expiry date, all documents submitted after the expiry date will not be accepted.

14. UHS shall have no obligation to accept any tender proposal submitted by any vendor. UHS may at its sole discretion and without providing any reason, accept or reject any or all

proposals, in whole or in party. Such rejection shall not give rise to any claim, liability, or cause of action of any king by the vendor against UHS.

15. Submission of a tender proposal shall not create and agreement, legal or other relationship between the vendor and UHS. No vendor shall acquire any rights, interests, or claims against UHS by submitting a proposal, participating in the tender process or relying on any communications related to the tender.
16. In the event UHS accepts a tender proposal of a vendor, the parties agree any such tender award will be subject to a Services Agreement and separate agreement outlining the specific terms and conditions of the project and services agreed.
17. All costs, expenses or losses incurred by the vendor in connection with the preparation, submission of presentation of its proposal shall be borne sole by the vendor. UHS shall have no liability, under any circumstances to reimburse, compensate or indemnify the vendor whether in part or in whole for such costs or expenses.
18. The vendors acknowledge and agree that they have not relied on any statement, representation, warranty, or promise made by UHS, whether oral or written, in preparing their tender proposal and all decisions and judgements regarding the submission of their proposal are made at their own discretion and risk.
19. UHS may at any time without liability, amend, suspend, or withdraw the tender invitation in whole or in part. UHS may also request additional information, clarifications or documents from any vendor and may reject any proposal that is incomplete, unclear or does not comply with the tender requirements as outlined in this document.
20. Quality, Price, and sale services are combined parameters for tender evaluation. Once a vendor has been selected, a negotiation period will follow to allow both parties to review the agreement terms thoroughly. This will ensure that all deliverables, KPIs, and expectations are clearly outlined before the final agreement is signed.
21. . Vendors must submit a risk management plan, identifying potential risks to the project, such as security and confidentiality breaches, system failures, and disruptions to delivery schedules. Vendors should outline how they intend to address these risks, including their disaster recovery and business continuity plans.
22. Vendors 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.
23. The Vendor, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and Services 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.
24. 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. Vendors must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, vendors 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. Vendors shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.

25. The copyright, rights and ownership of any documents, materials and information 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 vendor 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.

26. The vendors shall indemnify, defend and hold harmless UHS, its officers, employees and agents from and against any and all claims, liabilities, losses, damage costs, or expenses arising out of or in connection with:

    a. the vendors participation in the tender process
    b. any errors, omissions, misrepresentations or inaccuracies in the proposal
    c. any breach of the vendors' obligations under this tender invitation

27. To the maximum extent permitted by law, UHS expressly excludes any liability for:
    a. Any direct, indirect, incidental, consequential or special losses
    b. Loss of profits, revenue, goodwill or business opportunities
    c. Any claims by third parties arising from a vendor's proposal
    d. Any loss or damage caused by errors, omissions or delays in the tender process
28. This tender invitation and all matters relating to it shall be governed by any construed in accordance with the laws of the United Arab Emirates. The competent courts of Sharjah, United Arab Emirates shall have exclusive jurisdiction over any disputes arising from or in connection with this tender.
29. This document and clauses therein constitute the entire understanding between UHS and any vendor regarding liability, proposal submission, and the tender process. No other communication, agreement or understanding, whether oral or written shall be deemed to modify, supersede, or expand these clauses.

University Hospital Sharjah

Request for Proposal (RFP)

The contractor shall supply, deliver, install, test, and hand over medical curtains and all associated accessories for patient rooms, examination rooms, treatment areas, and other designated area, as specified in the Bill of Quantities (BOQ).

The scope shall include:

- Supply of hospital-grade medical curtains.
- Supply and installation of curtain tracks, ceiling-mounted or wall-mounted brackets, carriers, hooks, and all required accessories.
- Site measurement and verification before fabrication.
- Fabrication, cutting, stitching, and finishing of curtains to the required dimensions.
- Installation, alignment, and functional testing of the complete curtain system.
- Removal and disposal of packaging materials and cleaning of the work area.
- Submission of product data sheets, warranty certificates, and fabric care instructions.

Type	Floor	Description	Lot
Window curtains	GROUND FLOOR	Window Roller Blinds: Supply and installation of custom-made FR roller blinds, complete with aluminum roller tube, bottom bar, brackets and manual chain-operated mechanism. Sunscreen and/or Blackout fabric shall be selected according to room requirements and subject to approval. Rate includes individual measurement, fabrication, wastage, all accessories, transportation, installation and making good, complete as approved.	349
Window curtains	FIRST FLOOR	Window Roller Blinds: Supply and installation of custom-made FR roller blinds, complete with aluminum roller tube, bottom bar, brackets and manual chain-operated mechanism. Sunscreen and/or Blackout fabric shall be selected according to room requirements and subject to approval. Rate includes individual measurement, fabrication, wastage, all accessories, transportation, installation and making good, complete as approved.	679
Window curtains	SCEOND FLOOR	Window Roller Blinds: Supply and installation of custom-made FR roller blinds, complete with aluminum roller tube, bottom bar, brackets and manual chain-operated mechanism. Sunscreen and/or Blackout fabric shall be selected according to room requirements and subject to approval. Rate includes individual measurement, fabrication, wastage, all accessories, transportation, installation and making good, complete as approved.	720

Cubicle / Privacy Medical Curtains	GROUND FLOOR	Supply and installation of hospital cubicle curtains, made of inherently antibacterial and flame-retardant (AB + FR) fabric, including: Integral mesh at the top. Hospital-grade H-track system. All necessary brackets, runners, and accessories. Ceiling fixing and installation.	140
Cubicle / Privacy Medical Curtains	FIRST FLOOR	Supply and installation of hospital cubicle curtains, made of inherently antibacterial and flame-retardant (AB + FR) fabric, including: Integral mesh at the top. Hospital-grade H-track system. All necessary brackets, runners, and accessories. Ceiling fixing and installation.	260