# Tender Guidelines

**RFP Reference: UHS/IT/TENDER/047/2026** **19th November 2026**
**RFP Closing Date: 30th November 2026**

| No. | Description |
|---|---|
| 1 | **Network Switches** |

**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.

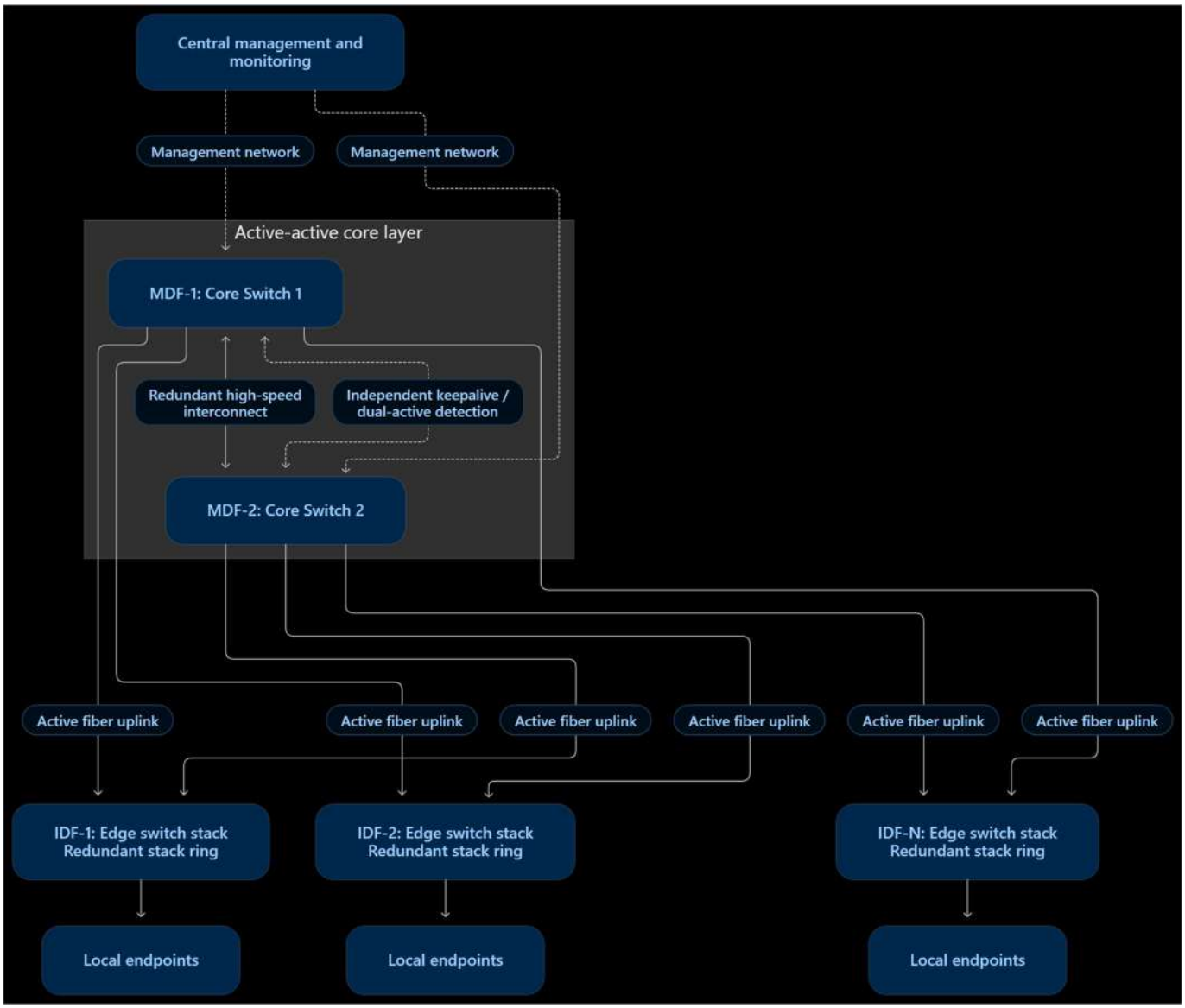
University Hospital Sharjah

# RFP: Network Switches

**Tender Reference: UHS/IT/TENDER/047/2026**

UHS invites qualified vendors to design, supply, install and commission the network switching solution for the main site and DR site. Include all hardware, installed modules, licenses, cabling, network migration, testing, training and support needed for a complete working solution.

## 1 Scope and network design




**Conceptual topology. The final location quantities are listed in Section 3.**

- Connect each edge/access stack to both cores using two active 10 Gbps fiber uplinks in total, one to each core. Use OEM-supported cross-chassis LACP through MLAG, MC-LAG or equivalent, with both uplinks forwarding without spanning-tree blocking.
- Use different stack members where available, separate core line cards and physically diverse fiber paths where available. Dual-home other critical network equipment to both cores. Identify shared pathways or power dependencies; alternative architectures require UHS approval.

# 2 Switch requirements

## 2 1 Modular core switches

Install one core in MDF 1 and one in MDF 2, operating in active-active forwarding mode. Either core shall carry the full required production traffic while the other fails or is maintained. Each core shall contain:

| Port line card | Quantity per core |
|---|---|
| 24-port fiber SFP+ line card | 3 |
| 48-port copper line card | 1 |

- Provide two supervisor/control modules per chassis in active/standby mode, with state synchronization, automatic failover and nonstop forwarding or equivalent. The OEM must support dual-supervisor redundancy and inter-chassis active-active forwarding simultaneously on the offered hardware/software, with all required line cards installed.
- Provide redundant switching fabrics, separate or integrated, and hot-swappable fans with at least N+1 redundancy. A single fabric or fan failure shall not disable the chassis.
- Install hot-swappable redundant PSUs on independent A and B UPS/PDU feeds. Either feed and its PSUs shall support the entire configured chassis, including all optics, without shutting down modules.
- Provide multiple high-speed inter-core links on separate line cards, an independent keepalive/dual-active detection path and split-brain protection. Validate distance and OEM limits; size links for normal and failure traffic.
- Support IPv4/IPv6, VLANs, static routing, OSPF and resilient gateways. Declare VRF, multicast and routing licenses. Provide at least 30% expansion headroom and state usable capacity and oversubscription after a core or uplink failure.
- Populate every core SFP+ port with a 10 Gbps SFP+ module: 72 per core, 144 minimum in total. Populate any additional offered SFP+ ports as well. Supply other inter-core optics at the approved design speed.

## 2 2 PoE edge and management switches

- All required 48-port edge/access switches shall provide PoE+ (IEEE 802.3at) on every copper access port, up to 30 W per port, with IEEE 802.3af compatibility.
- Install two hot-swappable PSUs in 1+1 redundancy per switch. Either PSU shall support the complete switch and agreed simultaneous PoE+ load plus 30% headroom, without port shutdown or PoE load shedding. Use separate protected feeds where available.
- 3 x 10 Gbps SFP+ uplink modules per stack, including a single-switch stack. Declare the third populated port allocation. Uplink interfaces and modules are additional to stacking requirements.
- Use an OEM-supported stack operating as one managed system, with a redundant ring and control failover. Declare maximum members, usable bandwidth, measurement basis, cable limits and partition/master-failure behavior. Split locations into multiple supported stacks where necessary; each stack shall meet Section 1.
- Support VLAN trunks, LACP, spanning-tree safeguards, QoS, voice VLANs, LLDP/LLDP-MED, IGMP snooping and multicast needed for IPTV and the approved endpoints.

## 2 3 TOR switches

Each TOR switch shall provide 24 x 10 Gbps ports and 16 fitted 10 Gbps SFP+ modules, 64 modules across four switches. Identify server and uplink allocations within these modules. Provide dual uplinks and two hot-swappable redundant PSUs; one PSU shall carry the full configured load.

# 3 Location schedule and cabling

Supply the 77 switches below. Access switches are PoE+. Submit stack grouping; below is the approved number of edge/access and management stacks.

| Location | IDF or room | 24 port access | 48 port access | 24 port 10 Gbps TOR |
|---|---|---|---|---|
| Basement | IDF1-MDF1 | 0 | 3 | 2 |
| Basement | IDF2-MDF2 | 0 | 3 | 0 |
| Basement | Etisalat Room IDF | 2 | 0 | 0 |
| Basement | MDF2-INT-INL-ST1 | 2 | 0 | 0 |
| Basement | MDF2-INT-INL-ST2 | 2 | 0 | 0 |
| Basement | MDF1-MGMT-SWITCH | 0 | 1 | 0 |
| Basement | MDF2-MGMT-SWITCH | 0 | 1 | 0 |
| Ground Floor | IDF3 | 0 | 6 | 0 |
| Ground Floor | IDF4 | 0 | 4 | 0 |
| Ground Floor | IDF5 | 0 | 10 | 0 |
| Ground Floor | IDF6 | 0 | 5 | 0 |
| 1st Floor | IDF7 | 0 | 7 | 0 |
| 1st Floor | IDF8 | 0 | 7 | 0 |
| 1st Floor | IDF9 | 0 | 4 | 0 |
| 1st Floor | IDF10 | 0 | 4 | 0 |
| 2nd Floor | IDF11 | 0 | 4 | 0 |
| 2nd Floor | IDF12 | 0 | 4 | 0 |
| 3rd Floor | IDF13 | 0 | 2 | 0 |
| Ground Floor | MS IDF-MGMT | 0 | 1 | 0 |
| DR Site | DR IDF-MGMT | 0 | 1 | 2 |
| **Total switches** | | **6** | **67** | **4** |

### Optics and patch cords

- Match OEM-supported optics, fiber type, LC connector polish and cord lengths to hardware/software. Core-side edge-uplink modules are included in full core population and shall be counted once. Include all stacking components and inter-core/detection optics and cables.
- Provide duplex LC interfaces and LC-LC cords at both ends of active uplinks: normally four cords per edge stack with patch panels at both ends. Itemize extra cords/adapters. Supply 1,500 factory-terminated, stranded-copper Cat6 RJ45 cords suitable for PoE+, with manufacturer compliance evidence. Copper-clad aluminum and Cat6e branding without Cat6 compliance are unacceptable. UHS shall approve colors, lengths and quantity allocation before supply.

# 4 Central management and security

## 4 1 Management platform

Provide one licensed platform covering all proposed switches for the contract term. Declare on-premises/cloud options, data location, internet dependencies, server sizing, backup/restore, high availability, licensing metrics and renewal costs. Network forwarding shall continue during a platform or management-connectivity outage.

- Discover devices and map topology, with inventory of stack members, interfaces, firmware, serial numbers and support status.
- Provide configuration templates, backup/restore, change comparison, audit history and scheduled firmware deployment with prechecks and recovery procedures.
- Monitor availability, link utilization/errors, CPU, memory, temperature, fans, PSUs, PoE, stack health and supported optical diagnostics.
- Provide threshold/email alerts, event correlation, dashboards and exportable availability/capacity reports. State polling intervals and retention. Support SNMPv3, syslog, secure APIs/telemetry and integration with existing monitoring and SIEM.

## 4 2 Access security

- Provide RBAC, named administrators, audit logs, HTTPS/SSH, RADIUS or TACACS+ integration, and management-platform MFA/SSO integration details.
- Protect a dedicated management VLAN/VRF with access controls, approved NTP and disabled insecure services.
- Support NAC through IEEE 802.1X, MAC-based authentication, RADIUS accounting and Change of Authorization. Validate interoperability and agreed fail-open/fail-closed behavior.
- Provide DHCP snooping, dynamic ARP inspection, BPDU guard and storm control, configured for endpoint compatibility.

## 4 3 Technical submissions

- Complete a site survey covering fiber/DR routes, racks, power, cooling and migration dependencies. Submit the OEM-supported design, stack grouping and firm SFP+ quantities, full BOM, port/optical schedules, capacity and normal/failure power/cooling calculations including full optical population, project plan and support escalation matrix.

- Provide OEM datasheets and hardware/software compatibility evidence, partnership certificate, certified engineer details and comparable client references. Disclose end-of-sale/end-of-support dates and the vulnerability notification/remediation process. Respond to each requirement with an OEM evidence reference, deviations and additional cost. Identify prerequisites and exclusions, and price optional enhancements separately from the compliant base solution.5 Delivery and acceptance

### 5 1 Implementation

Submit milestones, dependencies and named responsibilities. Obtain UHS approval of high-level and low-level designs. Stage configurations, back up the existing network and migrate in agreed clinical maintenance windows with rollback criteria. UHS IT will manage endpoint migration. Less than one minute of downtime will be allowed to migrate the gateways managed by the core switches.

### 5 2 Acceptance tests

| Test group | Required checks |
|---|---|
| Hardware and optics | Reconcile the installed/licensed BOM, location quantities and SFP+ population with Sections 2, 3 and 6. Record serial numbers and port allocations, validate optical diagnostics and test every connected optical link. |
| Normal forwarding | Verify both core uplinks per stack using multiple flows; demonstrate VLANs, routing, gateways, application connectivity and the approved simultaneous PoE+ load. |
| Core failures | Individually test active supervisor, fabric, fan, PSU, feed A, feed B, line card and complete core failure on each chassis. Verify automatic recovery; the surviving core shall carry the full required production traffic. Demonstrate hot replacement and verify cooling temperatures/alarms. |
| Links and stacking | Test each uplink/inter-core link, complete peer-link loss, relevant keepalive failure combinations, stack-link loss and stack member/master failure. Verify safe convergence and split-brain protection. Endpoints on a failed stack member are excluded. |
| Edge and TOR power | Fail each PSU in turn for each proposed model at the approved configured load/PoE+ budget. Verify continued operation and endpoint power without port shutdown or load shedding; demonstrate hot replacement and alarms. |
| Management and security | Verify forwarding during management outage, restoration, alerts/reports, configuration backup/restore, role controls and NAC interoperability. |

### 5 3 Handover

Deliver as-built topology, rack/port and fiber/optics schedules, VLAN/IP plans, configuration backups, licenses/support entitlements, operating procedures and test results. Train UHS administrators, close material defects and obtain written UHS acceptance.

# 6 Bill of quantities and commercial response

Price each model/SKU with quantity, unit/total price and license term. The following quantities are mandatory. Price the SFP+ modules separately in Items 5 to 7 and install them as required in Section 2.

| Item | Description | Quantity |
|---|---|---|
| 1 | Complete modular core assemblies to Section 2 1 | 2 |
| 2 | 24-port access/management switches | 6 |
| 3 | 48-port PoE+ access/management switches | 67 |
| 4 | 24-port 10 Gbps TOR switches | 4 |
| 5 | Core 10 Gbps SFP+ modules for full port population | 144 minimum |
| 6 | LR Modules | 10 |
| 7 | Edge-stack 10 Gbps SFP+ uplink modules | 3 x Stack |
| 8 | TOR 10 Gbps SFP+ modules | 64 |
| 9 | Stacking and inter-core components, detection links, other required optics/cables | Complete set |
| 10 | Duplex LC-LC patch cords | 4 per edge stack plus extras |
| 11 | Cat6 RJ45 patch cords in approved colors and lengths | 1,500 |
| 12 | Central management, hosting and all required feature/device licenses for 3 years | Complete solution |
| 13 | Installation, network migration, testing, training and handover | 1 lot |
| 14 | Three-year 24/7 OEM support and software coverage | All equipment |

Include all required line cards, supervisors, fabrics, PSUs, fans, optics, cords, stacking components and licenses. No component essential to the offered design shall be excluded from the base price. Itemize any additional fiber work or spares.

## 6 1 Support and licensing

Provide 3 years 24/7 OEM-backed support, security/software updates and hardware replacement coverage. State entitlement start date, severity definitions, response targets, escalation, local spares and replacement delivery times.