

Request for Proposal (RFP)

Posting Date: 7th August 2025
RFP Reference: UHS/LAB/RFP/002/2025
RFP Expiry Date: 21st August 2025

Title: Stem Cell preservation Services

No.	Description
1	Stem Cell preservation Services Scope of Services, which includes: • Sample Collection: Blood and cord tissue collection from donors or patients. • Processing: Separating and isolating stem cells from the collected material. • Cryopreservation: Freezing and storing the stem cells at extremely low temperatures. • Storage: Maintaining the cells in a secure and controlled environment. • Quality Control: Ensuring the viability and purity of the stem cells throughout the preservation process • Transportation: Handling and transporting stem cells in accordance with UAE regulations.

Dear Valued Service providers

University Hospital Sharjah (UHS) has decided to invite Service providers for a requested for proposal (RFP). You, as a Service provider are requested to participate in the RFP process by submitting your proposal.

The Service provider shall comply with the following terms & conditions:

1. All the prices should be presented in UAE Dirham.
2. A. The proposal shall be on non-inclusive basis and include:
 - a. a comprehensive list/options of stem cell preservation packages.
 - b. Revenue sharing scheme
 - c. Payment terms

B. It Should be noted that the service provider shall not engage into any direct or indirect arrangement with the hospital's medical and non-medical staff for any compensation/ incentives and all form of motivational gratifications.
3. The financial proposal should be on your company letterhead containing the authorized signatory and may please be sent to the attention of the Director of Finance, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document.**
4. The sample shall be collected from designated area located in UHS vicinity. Failure to comply with the agreed collection may result in penalties or contract termination, as per the Agreement Terms and Conditions.

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5. As a part of the RFP document, the Service providers 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 Service provider is legalized to supply the items on behalf of the manufacturer/principal company. 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) Any additional approvals or compliance documents mandated by government authorities for performance of the services offered.
6. Standard payment terms are 90 days from the date of sample collection.
7. The proposal shall be evaluated & approved by UHS's technical team before confirmation. Once the agreement is signed off, the performance of the services shall have to correspond to the same method, quality, specification, and source as originally agreed and any deviations shall be considered a contractual breach.
8. UHS will be constantly evaluating the compliance of Contracted Terms and consistency in the performance of the contract. The Service provider are required to submit regular progress reports at agreed intervals detailing progress, challenges, and actions to address any delays or issues. Should the Service provider not meet the requirements of UHS, therefore UHS reserves the right to terminate the contract if the Service provider is not able to rectify during the time allotted by UHS's representative.
Purchase Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.
9. **RFP should be submitted in two sealed envelopes and submitted to the Administration Office Finance Department- UHS:**
 - a. **The Financial Offer** addressed to UHS's Director of Finance, with **RFP reference**.

All above documents should be submitted before the RFP expiry date, all documents submitted after the expiry date will not be accepted.
10. UHS reserves the right to accept/reject the RFPs without assigning any reason thereof.
 - a. The RFP will be awarded as per the term of contract.
11. Quality, Price, and sale services are combined parameters for RFP evaluation. Once a Service provider has been selected, a negotiation period will follow to allow both parties to review the contract terms thoroughly. This will ensure that all deliverables, KPIs, and expectations are clearly outlined before the final agreement is signed.
12. Service providers must submit a risk management plan, identifying potential risks in the performance of the contract, such as security breaches, system failures, and disruptions to pick up

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- schedules including logistical issues. Service providers should outline how they intend to address these risks, including their disaster recovery and business continuity plans.
13. Service providers 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.
 14. The Service provider, 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 RFP, 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.
 15. The Service provider, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the RFP - written or oral. Service providers must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, Service providers 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 RFP process. Service providers shall not be allowed to disclose any information related to the RFP through any media outlet without obtaining prior written approval from UHS.
 16. The copyright of any documents and materials submitted by UHS within this RFP 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 Service provider develops any custom software or systems for UHS as part of this RFP, 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.

University Hospital Sharjah