تأمين أجهزة طبية لصالح مستشفى الملك فيصل التخصصي ومركز الأبحاث - جدة بالشراء المباشر

DRP0041/20

نوبكو
nupco

الاشتراطات اللازمة لتقديم العروض :

الموعد النهائي لتقديم العروض هو يوم الخميس الموافق ١٤٤٢/٠١/١٥هـ الموافق ٢٠٢٠/٠٩/٠٣م في تمام الساعة ٤ عصراً.

١- مطابقة العرض للشروط والمواصفات الفنية المطلوبة.

٢- يحق لشركة نوبكو تجزئة ترسية البند الواحد على أكثر من مورد متى ما كانت التجزئة تحقق مصلحة لنوبكو أو الجهات الصحية الحكومية.

٣- أن يكون المنتج مسجلاً لدى الهيئة العامة للغذاء والدواء (SFDA) مع إرفاق شهادة التسجيل الدالة على ذلك.

٤- الالتزام بتوريد كامل الكميات لمستشفى الملك فيصل التخصصي ومركز الأبحاث - جدة خلال ٨ أسابيع من تاريخ التعميد على أن لا يؤثر ذلك على أي عقود أو تعاميد سابقة.

٥- يجب تقديم عرض السعر الإفرادي للبند وضريبة القيمة المضافة (إن وجدت) على ورق الشركة الرسمي.

٦- يجب الالتزام بالتسعير حسب الملف المرفق وعدم التعديل على صيغة الملف حيث سيتم استبعاد العروض المخالفة لذلك.

٧- تقديم كتالوجات مع توضيح رقم الكتالوج بالعرض المقدم على أن يتضمن تفاصيل وبيانات كاملة للمنتج المعروض.

٨- يجب تحديد المدة الزمنية لتوريد كل بند من خلال الخانة الخاصة بمدة التوريد في الملف الأكسل المرفق.

٩- يتم تقديم العرض على الكميات التي يمكن الإلتزام بتوريدها حسب الاشتراطات أعلاه مع توضيح ذلك في العرض المقدم.

١٠- يجب أن لا تقل صلاحية العرض عن ٦٠ يوماً.

١١ - يجب الإلتزام بتقديم ضمان نهائي بمبلغ ٥٪ من إجمالي قيمة التعميد خلال فترة (١٠)أيام من تاريخ التعميد الصادر من الجهة الطالبة.

١٢- يجب تقديم عروض أساسية فقط ولا تقبل العروض المرادفة.

١٣- الإلتزام بشروط تقنية المعلومات المرفقة والخاصة بالجهة الطالبة.

١٤- الإلتزام بالشروط والأحكام التالية:

1-The Supplier is responsible to provide a minimum of __(2)__ years full warranty commencing from the date of technical acceptance
2-The Supplier is responsible to provide Uninterrupted Power Supply (UPS) units with a capacity of (30) minutes backup time for all included Medical Equipment within this scope of work
3-Response time of (24) hours for the supplier's engineer to arrive to the site during the warranty period from the time they receive officially the service request
4-Failure to respond to any service call within the contracted (24) hours response time shall entitle the supplier to add the delayed response time to the warranty period
5-The Supplier will guarantee the availability of a loaner unit in Jeddah whenever requested by the Hospital during the repair of any defective equipment
6-Voltage: 220V (Type F: Schuko Plug), Frequency: 60Hz, including medical-grade power cable: 16A
7-If applicable, original software license to be provided, and a back-up copy of the software for software driver equipment. In addition, any software, service dongle(s), or passwords required for maintenance and troubleshooting are to be provided
8-Only for items # (11-15-35-77-80) The Supplier shall provide a factory-level service training for __One__ Clinical Engineer/Technician at the factory or authorized training facility covering all associated expenses including visa fees, travel insurance, course registration, round-trip flight tickets, transportation, meals, and accommodation with no additional cost to the Hospital
9-The Supplier will guarantee to officially notify the Hospital of any equipment updates or model changes occurring immediately
before processing this order. Said notification shall grant the Hospital the option to purchase the upgraded or updated model. However, any safety upgrades (software or hardware) occurring during the warranty period shall be provided to the Hospital
10-One (1) complete operating manual (in English language) to be provided in soft copy, preferably
11-One (1) complete technical/service manual (in English language) including schematics, Preventive Maintenance (PM) procedure/checklist, troubleshooting guide, and recommended spare parts list as well as required Test Equipment. The manual is to be provided in soft copy, preferably. Letter from the manufacturer is required in case no technical/service manual is availble for customer use
12-Factory Quality Control Testing Certificate for each Medical Equipment to be submitted at the time of delivery validated by each serial number
13-Manufacturing/Production date not to exceed (1) one year at the time of delivery (Evidence document to be provided
14-The manufacturer will confirm that the equipment is approved by UL544 of IEC 60601-1 or equivalent for medical and dental equipment and UL 1262 for laboratory equipment or equivalent and will interface with appropriate building codes (i.e. NFPA 99 or equivalent
15-The manufacturer will confirm that the equipment and its accessories are not presently listed under any recall action or alert by an authorized testing or regulating agency, such as ECRI, FDA, BSI, SFDA or equivalent. In addition, the Hospital should be informed officially by the manufacturer throughout life expectancy of the equipment on any announced recall/alert
16-The Supplier must provide installation, set up, calibration, performance verification, Preventive Maintenance (during warranty period) which include all required labor, parts, PM kits, and supporting service reports
17-Failure to perform any Preventive Maintenance as recommended by the manufacturer and mutually accepted by Clinical Engineering Department shall entitle the supplier to 10% deduction from the estimated value of One year service contract for the said equipment
18-On-Site user operational training session(s) to be conducted by a certified application specialist at the time of installation (or at a mutually agreed upon time) to be provided by the Supplier
19-On-Site technical/service training to be conducted by a certified engineer at the time of installation (or at a mutually agreed upon time) covering all technical areas needed to service and proactively maintain the purchased Medical Equipment
20-The Supplier shall guarantee to provide the Hospital support and the supply of spare parts for the period of at least (10) ten years after the date of end of production. The Supplier must inform the Hospital of the end of the production dates whenever announced
21-If the above technical/service training, manuals, and/or software are not provided by the end of the warranty period; the warranty will automatically be extended until satisfactorily fulfilled
22-In case of any equipment malfunction during the warranty period; the Supplier should repair the affected equipment on site, otherwise any shipping charge(s) for sending the equipment to the manufacturer must be covered by the Supplier
23-Service report(s) including full technical details as well as maintenance protocols related to all corrective and preventive maintenance events to be submitted to the assigned Clinical Engineer as well as another copy to be submitted to the end-user

24-No defective spare parts to be stored inside any technical room, control room, exam room or within any Hospital premises & must be claimed for withdrawal officially through the assigned Clinical Engineer for further security gate pass processing

25-Entrance of spare parts, accessories or tools needs to be arranged proactively with the assigned Clinical Engineer prior to bringing them to the Hospital premises

26-Only trained and certified service engineer(s) are allowed to troubleshoot and maintain KFSH&RC equipment noting that on-the-job trainees are not allowed to maintain KFSH&RC equipment without proper physical supervision via the Supplier's trained/certified service engineer(s) after granting the required approval from Clinical Engineering Department (Training certificate(s) to be provided at the time of delivery

27-All used Test Equipment must be having a valid calibration certification for servicing all KFSH&RC equipment

28-Servicing KFSH&RC equipment must be conducted by the main Supplier & any secondary or sub-contractor shall not be accepted without official approval from Clinical Engineering Department

29-Suppliers' service engineers must dress properly and wear their valid ID badges at all times on-site

30-Suppliers' service engineers must use all applicable safety Personal Protective Equipment (PPE) when performing any corrective or preventive maintenance work on-sit

31-Suppliers' service engineers are obliged to perform their work in extreme safety manner taking into considerations the safety of patients, staff & themselves when performing any maintenance task within any Hospital premises

32-Suppliers' service engineers are obliged to directly communicate with the assigned Clinical Engineer only for all technical-related matters strictly refraining from communicating directly with end-users, taking permission from the assigned Clinical Engineer before starting the requested job as well as updating him/her with the progress status details of any maintenance task being performed on-site or remotely

33-Suppliers' service engineers are obliged to update both the assigned Clinical Engineer as well as the concerned end-user before leaving the site (upon job completion or temporary job suspending

Healthcare Information Technology Affairs (HITA) **TECHNICAL REQUIREMENTS**						
category	Requirements	Quantity	Meet Requirement		Deliverables	Comments
			Yes	No		
1. Medical Devices Integration with Existing IT Systems	1.1 Confirm your proposal contains all necessary hardware, software and professional services to integrate your proposed device (inbound and outbound) to existing KFSH&RC clinical applications to include: 1.1.1 Radiology System (PACS) 1.1.2 Other Systems as Identified during the RFP evaluation process.					
	1.2 The professional fee and any required license of PACS solution and any other third party should be included in the offer.					
	1.3 The vendor is responsible to communicate with and any other vendor for any technical interface discussion, capability, feasibility and data exchange in order to meet any functionality requested in the RFP.					
	1.4 Modality must be able to connect to the PACS an send the images to the server as DICOM					

	1.5 Should have the MPPS feature to be able to send live status of the procedure.					
	1.6 Can calculate the Radiation dose and send a report to the radiation designated server.					
	1.7 USB port and CD Drive is important for any					
	1.8 If the modality is portable, must have Wi-Fi and network ports.					
2. Minimum Network Requirements	2.1 For every project vendor should provide the network equipment according to the KFSH&RC standard (switch SFP, fiber cable etc. …) and any extra cabling needed.					
	2.2 The vendor shall provide a network engineer with sufficient skills to implement and support the solution.					
3. IT Infrastructure Technical, Security, Capacity & Operations Requirements	3.1 Any client software must be supported for Microsoft Windows 7 with IE8 and up to the latest Microsoft Windows Client Platform ,Service Pack & Internet Explorer (Windows 8.1 with IE11)	NA			Yes	
	3.2 The software tool must have a mobile version for different smart phones (e.g. latest iOS, Android & Windows Phone versions) that enable the users to connect to the project server in order to view and update projects status as well as the most important details of the projects.	NA			Yes	

	3.3 Vendor must provide all the required servers hardware for the solution. All servers & data storage should fall under the hospital standard hardware specification and maintenance support and should be consolidated into the existing virtual infrastructure, the number of the provided servers must count and cater for the two main datacenters of KFSHRC in Riyadh (i.e. East Datacenter and West Datacenter) which are connected with a dedicated and high-speed dark fiber link, both datacenters are acting as disaster recovery datacenter for each other, vendor should also consider the Jeddah branch of the hospital as a large branch which also has a connected medium-size datacenter. The branches are connected through IP-VPN WAN link. Note: See the appendix for the standard VM host server specs required	As required by the solution design			Yes	
	3.4 KFSHRC's standard server consolidation ratio for VM hosting is 5:1 (5x Virtual Servers per Single Standard Host), therefore vendor must adhere to this standard and provide the required number of hosts based on this standard and based on the total number of VMs required for the solution Note: See the appendix for the standard VM host server specs required	As required by the solution design			Yes	
	3.5 Vendor shall conduct a site visit "if required" in order to gather more information and have a better understanding of the existing technical infrastructure	NA			No	

	3.6 All servers provisioning required for the project should be virtual-based servers running on VM vSphere ESX 5.1x and be part of the hospital's private cloud resources pool and its Data Center standard Vmware vSphere 5x ESX license must be provided with each host server.	As required by the solution design			Yes	
	3.7 Vendor must provide Vmware vSphere ESX 5.1 license for each host server (vSphere 5.1 Enterprise Plus)	Equal to the no. of host servers			Yes	
	3.8 Vendor must provide Vmware Site Recovery Manager (SRM) license for each virtual server in order to be protected by the multi datacenter of KFSHRC	Equal to the no. of host servers			Yes	
	3.9 hospital standard is to use Active\Active architectural design across the two datacenters (in Riyadh) in order to The achieve full high availability plan, however in case of having a valid technical reason to use one datacenter as active at a time then SRM is the hospital standard approach for providing disaster recovery plan for VMs. In case server virtualization is not supported by the vendor, then the vendor must provide a "Disaster Recovery" solution using the existing infrastructure and equivalent to the current business continuity accepted values, the solution must include all the hardware, software, licenses & services In all cases, SRM licenses are still a requirement that must be provided.	As required by the design			Yes	
	3.10 If the application is using client\server computing model, then	NA			Yes	

	the client software must run on a thin client model (i.e. Server based computing model running on the existing Citrix XenApp environment while users are using either XenDesktop VDI's thin client or regular desktop computer), this is for the ease of access and client deployment. KFSHRC is using Citrix XenApp 6.5 infrastructure for the whole hospital users, and Citrix XenDesktop 7 as a VDI solution for part of the hospital users.					
	3.11 "If Applicable", Full Integration with the hospital's "Unified Communications" solution (Microsoft UC using Lync 2013 & Outlook 2013) where the healthcare providers can communicate from within the internal application interface with any hospital's healthcare provider employee using the MS. Lync platform	As required by the design			Yes	
	3.12 Vendor must provide all the servers Operating Systems Licenses for each server instance. For Microsoft OS, licenses must be provided with software assurance (SA) and must be enrolled under KFSHRC's running licensing agreement	As required by the solution design and the total no. of servers			Yes	
	3.13 Any other required Microsoft licenses (such as SQL, SharePoint .. etc.) must be provided with software assurance (SA) and must be enrolled under the KFSHRC's running licensing agreement	As required by the solution design and the total no. of servers			Yes	

	3.14 Vendor must provide all the necessary SAN storage equipment as an expansion to the existing SANs at the KFSHRC's datacenters. This equipment should include and cover all related sub-items such as: HBAs, FC/SATA drives, Fiber cables, enclosures, SFPs, Licenses… etc. Adding disk space to Riyadh's datacenters must be in both datacenters and in equal basis. All servers must be connected to the main hospital's SAN systems located at each datacenter for the sake of the DR. Current SANs at the KFSHRC's Data Centers are "Dell Compellent"	NA			Yes	
	3.15 Premier, Mission-Critical Support for all Vmware vSphere & SRM licenses with three years subscription	3 Years			Yes	
	3.16 4-hours mission critical support for all included hardware	3 Years			Yes	
	3.17 Vendor should provide complete block diagrams and graphs for the complete solution's architectural design in the main proposal offer	NA			Yes	
	3.18 Vendor must present company profile to include years of service, and number of certified technical engineers.	NA			Yes	
	3.19 Vendor must submit a registration certificate from the manufacturer which list the Serial Numbers of all the delivered equipment stating that they are registered under the property of KFSHRC	NA			Yes	

	3.20 Vendor must submit a warranty certificate from the manufacturer which list the Serial Numbers of all delivered items stating the requested warranty with specifying of the warranty end-date	NA			Yes	
	3.21 All Power cords must meet Hospital Standard Cords & Plugs	NA			Yes	
	3.22 Hardware adherence to KFSHRC server computing infrastructure standards.	NA			Yes	
	3.23 Full integration with the hospital Active Directory Domain 2012 & LDAP, hence users' authentication and password management must follow the same hospital's IT policy. Users should use their AD user name and password in order to login to the proposed applications and reduce the number of passwords they need to remember	NA			Yes	
	3.24 If support agreement requires KFSH to grant remote access to the supplier's support team, then the both the supplier's support team and the vendor must provide the full information about the support team as required by KFSH and sign the "Non-Disclosure Agreement (NDA) document"	NA			Yes	
	3.25 All new system servers must be configured for events audit recording and comply with the KFSH policy and procedure. System must be capable to maintain at least one (1) year audit history.	NA			Yes	

3.26 All information and data exchange of the system must be encrypted and secured	NA			Yes	
3.27 All system servers must be protected by the hospital standard Anti-virus and malware protection software with compliance to the hospital's Anti-Virus configuration standards and to provide any specific documented configuration requirements explaining the recommended settings (like the data sharing scanning and exclusion of any file type or folders scanning). KFSHRC's current standard is Symantec End-Point-Protection	NA			Yes	
3.28 Vendor must provide a proper complete test environment for testing and validating any updates\changes before applying on the production environment	NA			Yes	
3.29 All system servers must be fully updated with the latest and certified security updates, vendor should provide KFSH with regular updates flashes and newspapers as part of the warranty and support agreement in order for KFSH to apply the necessary updates on timely manner	NA			Yes	
3.30 Vendor and support team must provide KFSH with monthly reports about all the opened incidents and actions taken about each, reports should also contain preventive maintenance recommendations in order to prevent such incidents from happening again	NA			Yes	
3.31 All system services must be protected with Disaster Recovery plan	NA			Yes	

using KFSHRC's existing and connected datacenters for data replication. RTO & RPO must be set in agreement with the business owners					
3.32 All system servers and data must be configured for proper backup plan using the existing KFSHRC's IT Backup technology and tools, the plan should consider the retrieval of the data on timely manner without breaking the RPO. The hospital currently is using "Veeam Backup and Replication" for the virtual servers backup, while using TSM backup for other physical servers.	NA			Yes	
3.33 KFSH Standard Operations and Asset Control procedures must be applied to the new system servers, this include the installation & configuration of the System Center Operations Manager, System Center Configuration Manager & Performance Guard agents. Vendor must provide any available management packs for those operations & Monitoring systems as part of the scope	NA			Yes	
3.34 Vendor must conduct a business study for the system capacity and data growth expectation according to the current users and the environment's criticality and capacity requirements, initial configuration shall cover and protect for three (3) years growth as minimum	NA			Yes	
3.35 Vendor should provide training for IT staff to support the overall technical operations of the system including system/device interfaces and be	NA			Yes	

equipped to liaise with end users and contractor's support team					
3.36 Vendor should provide all technical manuals including diagrams and charts of the overall solution	NA			Yes	
3.37 Servers Operating System should be setup updated by the vendor and must be configured as part of the Hospital's domain directory	NA			Yes	
3.38 Vendor must design and implement the solution using in-premises (Private Cloud Enabled) architecture and protected by the multiple datacenters of the hospital for High-Availability and Disaster Recovery Planning, allowing the hospital to commercialize the solution as public cloud provider in the future.	NA			Yes	

Appendix-A

Standard Server's Hardware Specs (Y2015):

- Blade Form Server
- 2x Intel Xeon E5 v3 2.3GHz, 45M Cache, 18C/36T Processor
- 256 GB DIMM Memory configured for "Optimum Performance" and scalable for upgrading up to 512 GB without the need to replace memory (i.e. Add-On).
- RAID controller that supports the following:
  - Highest performance demand
  - PCIe Gen 3.0
  - 2GB, 72-bit, 1866Mhz Non-Volatile cache
  - Supports RAID levels 0, 1, 5, 6, 10, 50 and 60 as well as "Pass-Thru" mode
  - Dual core PowerPC CPU
  - Increases IOPS performance with Solid State Drives (SSDs) utilizing FastPath

- Ideal for configuring external storage enclosures with high-performance hard drives

- 2x 300GB 15k RPM SAS 6Gpbs 2.5" Hot-Plug HD
- Internal SD Module with 16GB SD Card
- Backlpane compatibility with Dell M1000e enclosure (used in the hospital to host Dell M610\620 Blade Servers)
- 2x Qlogic Dual-Port 16GB, Fiber Channel HBA adapter
- 2x Intel x520-k Dual port 10Gb KR Blade Network Daughter Card
- 2CPU Vmware vSphere 5.1 Enterprise Plus with 3Years subscription
- 1x 25 Vmware SRM License with 3Years subscription
- 3x Years 4hr Mission Critical Hardware Support

Dear Vendor,

With reference to the attached **Urgent Medical Equipment** , we would like to inform that along with your proposal you are kindly requested to include all relevant documents for the product supplied:

List of Documents for submittal

1-**Proposal EXCEL SHEET**: Must complete the enclosed excel spreadsheet with all relevant data (make sure not to amend the provided sheet).{format excel} (plaese fill the file without any edit)

2-**Proposal PDF SHEET**: Please also print the excel sheet in PDF format to ensure the integrity of the information, which should also be signed and stamped.

3- (**Catalog**) for each quoted item Please indicate the **NAME** & **SN** & **NUPCO** product code number in the heading of the catalogue. (see figure one below)

please don't sent unnecessary catalogue

Figure #1

٦٣١٣ شارع العليا حي الورود - الرياض ٢٧٢١-١٢٢٥١
المملكة العربية السعودية
هاتف :٩٢٠٠١٨١٨٤ (٩٦٦+) فاكس:١١٤١٩٦٤٢٥ (٩٦٦+)
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