



**Request for Proposals (RFP)**  
**Population Services International (PSI) – Bangladesh**

RFP Number: AUHC-PSI-2019-003  
Issuance Date: May 15, 2019  
Deadline for Offers: May 28, 2019 (No Later than 11:59 AM)  
Description: Cloud Hosting Solution (Details in the Section- 03)  
For: Surjer Hashi Network under the USAID’s AUHC Activity  
Funded by: United States Agency for International Development (USAID)  
Point of Contact: Shaikh Shahinur Islam [sislam@psi.org](mailto:sislam@psi.org)  
Mohammad Rezwan Akhter [rakhter@psi.org](mailto:rakhter@psi.org)

**Whistleblower Policy**

Population Services International (PSI) is committed to operating with integrity and in full compliance with all applicable laws, regulations, and policies. Any PSI employee or partner or vendor with concerns of any kind fraud, waste, discrimination or stemming from possible noncompliance or irregularities may report it or contact PSI anonymously and without fear of retaliation anonymously 24 hours a day at Ethics Point which is a secure website <http://psi.ethicspoint.com/>

## Section 01: Introduction to Offerors

1. Population Services International (PSI), together with key international partner Chemonics International, is implementing a project titled The Advancing Universal Health Coverage (AUHC), is a USAID funded health initiative to assist the goals of the Government of Bangladesh to significantly expand access to safe, affordable and quality health services, for five years. The project aims to transition the Smiling Sun Network of maternal and child health clinics into a sustainable, pro-poor social enterprise to expand health services for the people of Bangladesh, while increasing financial protection, particularly of the poor, in support of the Government of Bangladesh's National Health Care Financing Strategy (2012-2032), under which Universal Health Coverage is a key priority. AUHC is a research and development (R&D) contract that will facilitate the transformation of the Surjer Hashi Network (SHN) of clinics. The activity will transform the SHN into a social enterprise to advance progress toward UHC. Establishing new revenue streams will enable the enterprise to reach financial sustainability and, later, to sustainably subsidize service delivery for the poor. AUHC will introduce innovative business and operational models, create research-based health service packages for the poor, and experiment with new health service delivery channels. AUHC will systematically use scientific and technical knowledge to design, develop, test, and evaluate potential new products and services (or improve existing ones) to advance UHC in Bangladesh. Populations Service International (PSI)- a partner of AUHC is building a Health Management Information System (HMIS) and Electronic Medical Records (EMR) System in Surjer Hashi Network (SHN) and would like to host the systems in a cloud environment. The required specifications are given at section: 03.
2. **Offer Deadline and Protocol:** Offers must be received no later than 11:59 AM local Dhaka time on May 28, 2019 by email. Any emailed offers must be emailed to Shaikh Shahinur Islam [sislam@psi.org](mailto:sislam@psi.org) with cc: to [rakhter@psi.org](mailto:rakhter@psi.org), and [hlindahl@psi.org](mailto:hlindahl@psi.org) Please reference the RFP number in any response to this RFP. Offers received after the specified time and date will be considered late and will be considered only at the discretion of PSI.
3. **Specifications:** Section 03 contains the detail specifications of the required items. All commodities offered in response to this RFP must be new and acceptable to the offeree.
4. **Proposals:** In response to this RFP must be priced on a fixed-price, all-inclusive basis, including all other costs. Pricing must be presented in Bangladeshi Taka (BDT). Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide proposal on their official format or letterhead; in the event this is not possible, offerors may complete the table in Section 03.

In addition, offerors responding to this RFP are requested to submit the following:

- Organizations responding to this RFP are requested to submit a copy of their official registration or business license along with VAT Registration copy and Three (3) Reference details.
5. **Source/Nationality/Manufacture:** All goods and services offered in response to this RFP or supplied under any resulting award must meet USAID Geographic Code 937 in accordance

with the United States Code of Federal Regulations (CFR), 22 CFR §228. The cooperating country for this RFP is Bangladesh.

Offerors may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: **Cuba, Iran, North Korea, Syria.**

6. **Taxes and VAT:** PSI has the right to deduct or withhold taxes as TDS from amounts paid to Service Provider under this Agreement. PSI is exempt from payment of VAT, tariffs, duties, or other levies imposed by the Bangladesh government. Service Provider will be solely liable without reimbursement from PSI for payment of any taxes or contributions as required by applicable laws of Bangladesh. Offerors must include taxes, VAT, charges, tariffs, duties and levies in accordance with the laws of the Bangladesh as a separate cost line. PSI will provide the successful offeror with a VAT coupon for VAT amount. The VAT coupon will be issue upon submission of Mushuk-11.
7. **Eligibility:** By submitting an offer in response to this RFP, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. PSI will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.
8. **Evaluation and Award:** The award will be made to a responsible offeror whose offer follows the RFP instructions, meets the eligibility requirements, meets or exceeds the minimum required technical specifications, and is judged via a tradeoff analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:
  - **Financial proposal – 40 points:** The overall cost presented in the offer.
  - **Technical Proposal – 60 points**
    - 1) **Overall understanding of the RFP- 30 points**
    - 2) **Year of Experience- 10 points**
    - 3) **References -20 points** (As a reference the offeror will provide three Work Order from different organization with whom they worked recent years).

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFP, an offer may be deemed “non-responsive” and thereby disqualified from consideration. PSI reserves the right to waive immaterial deficiencies at its discretion.

Best-offer proposals are requested. It is anticipated that award will be made solely based on these original proposals. However, PSI reserves the right to conduct any of the following:

- PSI may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFP, PSI may issue a partial award or split the award among various suppliers, if in the best interest of the AUHC Project.
- PSI may cancel this RFP at any time.

Please note that in submitting a response to this RFP, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the AUHC Project for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. PSI, at its sole discretion, will make a final decision on the protest for this procurement.

9. **Terms and Conditions:** This is a Request for Proposals only. Issuance of this RFP does not in any way obligate PSI, the AUHC Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to PSI' standard terms and conditions. Please note the following terms and conditions will apply:

- (a) Payment terms will be decided based on the discussion with selected vendor.
- (b) Any award resulting from this RFP will be firm fixed price, in the form of a purchase order.
- (c) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The supplier under any award resulting from this RFP must ensure compliance with these laws.
- (d) The title to any goods supplied under any award resulting from this RFP shall pass to PSI following delivery and acceptance of the goods by PSI. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to PSI.

## Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFP:

- Official proposal, including specifications of offered items/materials (see Section 03 for example format)
- Copy of offeror's Trade License (current year), VAT Certificate
- Three (3) Reference details

## Section 3: Specifications and Technical Requirements

The table below contains the specifications of the required items/commodities. Offerors are requested to provide proposals containing the information below on official letterhead. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to PSI.

SL	Specification		Quantity
01	Service Type	Virtual Private Server	04
	No. of Processor Core (CPU)	8	
	Memory (RAM)	16GB	
	Disk Type	SSD	
	System Disk	1TB	
	Operating System	Linux (CentOS)	
	IP Address	1 Static	
	Network Speed and connection	20Mbps with redundant internet connectivity.	
	Backup and Recovery (enable DR from remote site)	VM based Backup for up to 3 days Retention Points	
	Load Balance	Elastic Load Balance Required	
	Storage Service	Elastic Volume Services.	
	Security	All level of security service needs to be enabled (i.e. physical, virtualization, virtual machine, data and transmission etc.)	
	Data Center Location	Both primary and DR site need be located within Bangladesh geographic location.	
	High Availability Services	Uptime (24 x 7)	
Compliance	HIPPA compliance hosting solution (preferred)		

SL	Specification		Quantity
02	Service Type	Virtual Private Server	02
	No. of Processor Core (CPU)	8	
	Memory (RAM)	32GB	
	Disk Type	SSD	
	System Disk	2TB	
	Operating System	Linux (CentOS)	
	IP Address	1 Static	
	Network Speed and connection	20Mbps with redundant internet connectivity.	
	Backup and Recovery (enable DR from remote site)	VM based Backup for up to 7 days Retention Points	
	Load Balance	Elastic Load Balance Required	
	Storage Service	Elastic Volume Services.	
	Security	All level of security service needs to be enabled (i.e. physical, virtualization, virtual machine, data and transmission etc.)	
	Data Center Location	Both primary and DR site need be located within Bangladesh geographic location.	
High Availability Services	Uptime (24 x 7)		
Compliance	HIPPA compliance hosting solution (preferred)		

### Sample Detailed Cost Breakdown:

SL#	Item Name/Specifications	Quantity	Unit price	Total Price (BDT)
	Sub-Total (Including Tax)			
	Add: VAT @ .... %			
	Total (including VAT and tax)			

**\*\*All prices must be in Bangladeshi Taka (BDT)\*\***

Delivery time (after receipt of order):

Offered validity:

Payment Terms and Conditions:

AIT/ TDS/ Government Tax: Bank may deduct TDS (Tax deduct at source) of the total amount as per Bangladesh Bank guideline and vendor is solely responsible to pay the amount.

### Note:

PSI reserve the right to reject or accept bids at its sole discretion. Only successful bidder(s) will be contacted.

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