**REQUEST FOR QUOTATIONS (RFQ)**

RFQ Number: **RFQ/SHN/0036/2021**

Issuance Date: April 13, 2021

Deadline for Quotes: April 27, 2021

Description: Cloud Server Hosting Service and Maintenance

For: Surjer Hashi Network

Funded By: United States Agency for International Development (USAID)

Advancing Universal Health Coverage (AUHC) Project

Prime Contract Number: AID-388-C-17-00001

SHN Subcontract Number: SUB-650

Implemented By: SHN

Point of Contact: Md. Shohel Rana, md.shohelrana@shnnetwork.org

Director Finance

Surjer Hashi Network,

Abedin Tower, 6th Floor,

35 Kamal Ataturk Avenue,

Banani, Dhaka-1213, Bangladesh

**\*\*\*\*\* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS \*\*\*\*\***

SHN is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit.

SHN does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of SHN are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, SHN will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

* Disclose any close, familial, or financial relationships with SHN or project staff. For example, if an offeror’s cousin is employed by the project, the offeror must state this.
* Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror’s father owns a company that is submitting another proposal, the offeror must state this.
* Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
* Certify that all information in the proposal and all supporting documentation are authentic and accurate.
* Certify understanding and agreement to SHN’ prohibitions against fraud, bribery and kickbacks.

Please contact Ferdous N. Khan, Director of Compliance, ([fkhan@shnnetwork.org](mailto:fkhan@shnnetwork.org)) with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to “Surjer Hashi Network’, Abedin Tower, 6th Floor, 35 Kamal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh.

**Section 1: Instructions to Offerors**

**Introduction**: Surjer Hashi Network (SHN) is a USAID-funded social enterprise whose mission is to offer high-quality, customer-oriented, and affordable health care services and products to all Bangladeshis, with a particular focus on the poor. The company operates approximately 134 Surjer Hashi Clinics throughout Bangladesh that provide essential health services packages along with diagnostic services, drugs, and other pharmaceutical and consumer healthcare products. As part of its implementations of clinical services throughout the country, SHN requires cloud server hosting services and maintenance. The purpose of this RFQ is to solicit quotations for this service.

Offerors are responsible for ensuring that their offers are received by SHN in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of SHN

1. **Offer Deadline and Protocol:** Offers must be received no later than 17:00 local Dhaka time on **April 20, 2021** by sealed envelope to the following address.

**Md. Shohel Rana,**

**Director Finance**

**Surjer Hashi Network,**

**Abedin Tower, 6th Floor,**

**35 Kamal Ataturk Avenue,**

**Banani, Dhaka-1213, Bangladesh**

Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of SHN.

1. **Questions**: Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 5:00pm local Dhaka time on **20 April 2021** by email to [Md.ShohelRana@shnnetwork.org](mailto:Md.ShohelRana@shnnetwork.org). Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that SHN believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by SHN will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of SHN or any other entity should not be considered as an official response to any questions regarding this RFQ.

1. **Scope of Work**: Section 3 contains the Scope of Work for the required services.
2. **Quotations**: Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis. Prices must be presented in **BDT**. Prices must be inclusive of all costs (including worker’s compensation insurance mandated by U.S. Defense Base Act (DBA insurance). Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible, offerors may complete the table in Section 3.

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

* Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.
* Individuals responding to this RFQ are requested to submit a copy of their identification card.
* Company/individual’s profile or 2-3 pages introduction to company/individual’s areas of expertise and practice, and description of the team and main clients
* A minimum of three (3) references (with name and contact information) indicating the relevant services carried out in the last three (3) years that best illustrate organization/individual’s qualifications and past performance. References from USAID or similar donor-funded projects are preferred. Independent verification of the references may be carried out. SHN reserves the right to obtain past performance information from sources other than those identified by the offeror;
* Narrative description of past performance for similar services;

The price quotation be submitted separately from above documents. All other parts of this quotation must not make reference to pricing data in order that the technical evaluation may be made strictly on the basis of technical merit.

1. **Delivery**: As part of its response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.
2. **Source/Nationality/Manufacture**: All services offered in response to this RFQ 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](https://www.gpo.gov/fdsys/pkg/CFR-2017-title22-vol1/pdf/CFR-2017-title22-vol1-part228.pdf). The cooperating country for this RFQ is Bangladesh.

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

Any and all items that are made by:

1. **Huawei Technology Company**
2. **ZTE Corporation**
3. **Hytera Communications Corporation**
4. **Hangzhou Hikivision Digital Technology Company and**
5. **Dahua Technology Company**

will not be accepted. If quotes include items from these entities, please note that they will be deemed not technically responsive and excluded from competition.

1. **Taxes and VAT**: In accordance with the agreement under which this procurement is financed, SHN is exempt from payment of taxes, VAT, tariffs, duties, or other levies imposed by the Bangladesh government. Offerors must include taxes, VAT, charges, tariffs, duties and levies in accordance with the laws of the Bangladesh as a separate cost line. SHN will provide the successful offeror with a VAT coupon for VAT amount, VAT coupon will be issue upon submission of Mushok-6.3.
2. **DUNS Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a Data Universal Numbering System (DUNS) number if selected to receive an award in response to this RFQ valued greater than or equal to USD$30,000 (or equivalent in other currency). If the Offeror does not have a DUNS number and is unable to obtain one before the submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS number is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform>. Further guidance on obtaining a DUNS number is available from SHN upon request.
3. **Eligibility**: By submitting an offer in response to this RFQ, 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. SHN will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.
4. **Evaluation and Basis for Award**: The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, meets the required technical specifications and is determined via a trade-off 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:

* **Technical Know How – 30 points:** SHN will assess whether the proposal explains, understands and responds to the objectives of the project as stated in the Scope of Work.
* **Company Profile – 30 points:**  Offerors must provide their company profile with client list, including contact information. In addition to SHN’s own knowledge of an offeror’s market reputation, SHN will also evaluate an offeror under this criterion by contacting these references to ascertain the market reputation of an offeror.
* **Delivery Timeline – 15 points:** Offerors must declare the delivery time in the quotation and will be evaluated based on the speed of delivery.
* **Cost – 25 points:** Offerors’ total costs will be compared to each other to assist SHN in determining best value.

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

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

* SHN may conduct negotiations with and/or request clarifications from any offeror prior to award.
* SHN may cancel this RFQ at any time.
* SHN may reject any and all offers, if such action is considered to be in the best interest of SHN.

Please note that in submitting a response to this RFQ, the offeror understands that USAID and the AUHC project are not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to SHN for consideration, as neither USAID nor AUHC will not consider protests regarding procurements carried out by subcontractors. SHN, at its sole discretion, will make a final decision on the protest for this procurement.

1. **Terms and Conditions**: This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate SHN, 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 SHN’s standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

1. SHN’s standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting award; payment will not be issued to a third party.
2. Any award resulting from this RFQ will be firm fixed price, in the form of a service agreement.
3. No services or commodities may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.
4. Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.
5. United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFQ must ensure compliance with these laws.

**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 RFQ:

* Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
* Official quotation, including specifications of offered equipment (see Section 3 for example format)
* Copy of offeror’s registration or business license (see Section 1.4 for more details)
* Contact information for at least three (3) references of past or present clients indicating the relevant services carried out in the last three (3) years that best illustrate company/individual’s qualifications and past performance (see Section 1.10 for more details).
* Federal Funding and Accountability and Transparency Act (FFATA) subaward Reporting Questionnaire, signed by an authorized representative of the offeror (see section 5 for questionnaire). This form shall be completed only if the value is over $30,000.

**Section 3: Scope of Work and Technical Qualifications**

The purpose of this RFQ is to engage a firm to provide cloud hosting services to SHN for SHN’s EMR and HMIS

**Technical Qualifications that the selected offeror must possess:**

Minimum of five years of experience and proven track of record providing the services outlined below. Supervisory staff assigned to these tasks must have minimum of five years of experience and have completed all required certifications and licenses required by local law and regulations.

Experience with USAID or other donor-funded projects in Bangladesh, especially those implemented by social enterprises like SHN, is highly preferred.

The table below contains the detail specifications of required for the cloud hosting service. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to SHN. As a reminder, any brand names mentioned below are for illustrative purposes only.

**Specifications for SHN Cloud Server**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL** | **Specification** | | **QTY** |
| 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 (armed security patrols, controlled access checkpoints with biometric security controls, 24/7 CCTV monitoring), Top-of-the-Line Perimeter Firewall, virtualization, virtual machine, Internal Firewalls for Individual Applications and Databases, Data-at-Rest Encryption and Intrusion Detection Systems with Event Logging, Enable cloud monitoring tool like CloudWatch, allow to monitor metrics and create security alarm based on preference 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-compliant hosting solution (preferred) |
| Report | Submit monthly resources monitoring report |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 (armed security patrols, controlled access checkpoints with biometric security controls, 24/7 CCTV monitoring), Top-of-the-Line Perimeter Firewall, virtualization, virtual machine, Internal Firewalls for Individual Applications and Databases, Data-at-Rest Encryption and Intrusion Detection Systems with Event Logging, Enable cloud monitoring tool like CloudWatch, allow to monitor metrics and create security alarm based on preference 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-compliant hosting solution (preferred) |
| Report | Submit monthly resources monitoring report |

**Sample Detailed Cost Breakdown/Quotations Form:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL#** | **Item Name/Specifications/ Origin/ warranty** | **Quantity** | **Unit price** | **Total Price (BDT)** |
|  |  |  |  |  |
|  | **Delivery Cost** |  |  |  |
|  | **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): calendar days. The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.

Offered validity: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Payment Terms: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ calendar days by wire transfer.

Location of service center(s) for after-sales service, including warranty repair: \_\_\_\_\_\_\_\_\_\_

The prices quoted above remain fixed until August 31, 2022:

\_\_\_\_Yes \_\_\_\_No

Other criteria that must fulfilled:

Provider must have own service/technical team. **No third parties** are allowed in the delivery or installation or maintenance of these items.

**Section 4: Offer Cover Letter**

*The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:*

To: Md. Shohel Rana

Director Finance

Surjer Hashi Network,

Abedin Tower, 6th Floor,

35 Kamal Ataturk Avenue,

Banani, Dhaka-1213, Bangladesh.

Reference: RFQ No.: RFQ/SHN/0036/2021

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

* We have no close, familial, or financial relationships with any SHN or AUHC project staff members.
* We have no close, familial, or financial relationships with any other offerors submitting quotes in response to the above-referenced RFQ; and
* The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
* All information in our quote and all supporting documentation is authentic and accurate.
* We understand and agree to SHN’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature:

Name and Title of Signatory:

Date:

Company Name:

Company Address:

Company Telephone and Website:

Company Registration or Taxpayer ID Number:

Company DUNS Number:

Does the company have an active bank account (Yes/No)?

Official name associated with bank account (for payment):

**Bank Accounts Details Information (***completed/signed/stamped by a representative authorized to sign on behalf of the offeror***):**

|  |  |  |
| --- | --- | --- |
| **Sl.** | **Particulars** | **Information** |
| 1 | Account Name: |  |
| 2 | Account Number: |  |
| 3 | Account Type: |  |
| 4 | Name of Bank: |  |
| 5 | Name of Bank Branch: |  |
| 6 | Address of Branch: |  |
| 7 | Bank Routing Number: If possible |  |

Signature with seal:

Name :

Designation :

**Section 5: Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting Questionnaire**

If the offeror is selected for an award valued at $30,000 or above, and is not exempted based on a negative response to Section 3(a) below, any first-tier subaward to the organization may be reported and made public through FSRS.gov in accordance with The Transparency Acts of 2006 and 2008. Therefore, in accordance with FAR 52.240-10 and 2CFR Part170, if the offeror positively certifies below in Sections 3.a and 3.b and negatively certifies in Sections 3.c and 3.d, the offeror will be required to disclose to SHN for reporting in accordance with the regulations, the names and total compensation of the organization’s five most highly compensated executives. By submitting this quotation, the offeror agrees to comply with this requirement as applicable if selected for a subaward.

In accordance with those Acts and to determine applicable reporting requirements, Company Name certifies as follows:

1. In the previous tax year, was your company’s gross income from all sources above $300,000?

Yes  No

1. In your business or organization's preceding completed fiscal year, did your business or organization (the legal entity to which the DUNS number belongs) receive (1) 80 percent or more of its annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; **and** (2) $25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?:

Yes  No

1. Does the public have access to information about the compensation of the executives in your business or organization (the legal entity to which the DUNS number it provided belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986? (FFATA § 2(b)(1)):

Yes  No

1. Does your business or organization maintain an active registration in the System for Award Management ([www.SAM.gov](http://www.SAM.gov))?

Yes  No

I hereby certify that the above statements are true and accurate, to the best of my knowledge.

Authorized Signature:

Name and Title of Signatory:

Date: