**Date: February 23, 2020 Ref:** RFP/SHN/0015/2019

**REQUEST FOR PARTICIPATION (RFP)**

**Subject:** **RFP for “Consultancy service for Tally software as monthly retainer basis”.**

Dear Sir / Madam,

Surjer Hashi Network (SHN) is a not-for-profit private limited company, whose mission is to offer high quality, customer-oriented and affordable health care services and products to all Bangladeshis. The company operates with 369 Surjer Hashi Clinics throughout Bangladesh that provide essential health services packages along with diagnostic services, drugs, other pharmaceutical and consumer healthcare products.

We are looking for a consultant who can guide ourselves for the proper utilization of ERP (Tally) software. Currently we are using 50 Tally ERP9 gold license across the organization. Our selection criteria outlined in Annexure-I. Detail scope of work given below:

**Scope of Work:**

1. Determine whether the existing system mapping is optimum or not.
2. If not optimum, then how to modify based on cost efficiency.
3. Resolving any technical issue during the software implementation process.
4. Recommendation to finance team based on the mapping.
5. Be responsible for trouble shooting till completion of implementation.
6. Attend meeting with the Tally vendor on behalf of SHN as and when needed.

Should you feel interested to provide above services to SHN, please submit price quotations (as per Annexure-II) in a letter head / printed invoice of your company directly at the following address: Surjer Hashi Network (SHN), via email at Procurement@shnnetwork.org on or before 5th March, 2020 close of business.

**Annexure-I**

**Instructions to Offerors**

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

**Quotations:**

Quotations in response to this RFP must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. All quotations must present VAT as separate cost. 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 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 RFP are requested to submit the following:

* Organizations responding to this RFP are requested to submit a copy of their official registration or
* Trade License, VAT Registration copy and TIN Certificate.
* Individuals responding to this RFP are requested to submit a copy of their identification card.

**Delivery:**

The place of delivery of the service stated in Annexure-I is as follows- **Surjer Hashi Network (SHN), Head Office, Address: 35 Kamal Ataturk Avenue, Abedin Tower, (level #6) Banani C/A, Dhaka, Bangladesh**

**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](https://www.gpo.gov/fdsys/pkg/CFR-2017-title22-vol1/pdf/CFR-2017-title22-vol1-part228.pdf). 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.**

**Taxes and VAT**:

In accordance with the agreement under which this procurement is financed, Surjer Hashi Network 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. Surjer Hashi Network will provide the successful offeror with a VAT coupon for VAT amount, VAT coupon will be issue upon submission of Mushok-6.3

**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. Surjer Hashi Network will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

**Evaluation and 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 vis lowest value based on application of the following evaluation criteria. The evaluation criterion is as follows-

* **Industry Experience – 20 points**: Offerors must provide their company profile with client list.
* **Experience of the consultant – 40 points:** Offerors must submit a profile of the consultant along with the offer.
* **Cost – 40 points:** Offerors’ total costs will be compared in determining best value.

**Annexure-II**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **SL#** | **Mention the Scope of work** | **Rate/ month** | **Total Price (BDT)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Sub-Total (Including Tax)** |  |  |
|  | **Add: VAT @ ….%** |  |  |
|  | **Total (including VAT and tax)** |  |  |

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

**Annexure-III**

**To:**

**Partha Pratim Saha,**

**Sr. Manager, Procurement & SC**

**Surjer Hashi Network,**

**Abedin Tower, 6th Floor,**

**35 Kamal Ataturk Avenue,**

**Banani, Dhaka-1213, Bangladesh.**

**Dear Sir,**

**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 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 RFP—are eligible to participate in this procurement under the terms of this solicitation and under SHN regulations. Furthermore, we hereby certify that, to the best of our knowledge and belief:**

* **We have no close, familial, or financial relationships with any Surjer Hashi Network or AUHC project staff members.**
* **We have no close, familial, or financial relationships with any other offerors submitting proposals 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 proposal and all supporting documentation is authentic and accurate.**
* **We understand and agree to Surjer Hashi Network’ 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:**

**Bank Accounts Details Information (*completed/signed by a representative authorized to sign by 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** |  |

**Name: Designation: Seal & Signature**