

RFQ Number: RFQ/SHN/0053/2021

Issuance Date: **November 10, 2021**

Deadline for Offers: **November 25, 2021**

Description: Supply and Installation of Split Type Air Conditioner for Surjer Hashi Clinic.

For: Surjer Hashi Network

Point of Contact:

Taimur Reza,  
Manager, Procurement & SC  
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**\*\*\*\*\* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS \*\*\*\*\***

- Surjer Hashi Network is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit.
- Surjer Hashi Network 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 Surjer Hashi Network 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, Surjer Hashi Network 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 Surjer Hashi Network 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 Surjer Hashi Network' prohibitions against fraud, bribery and kickbacks.

Please contact Mohammad Nuruzzaman, Internal Auditor from Compliance, ([mnuruzzaman@shnnetwork.org](mailto:mnuruzzaman@shnnetwork.org)) copying, Chief Executive Officer, ([shaila.purvin@shnnetwork.org](mailto:shaila.purvin@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, 6<sup>th</sup> Floor, 35 Kamal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh.



## **Section 1: Instructions to Offerors**

### **1. 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 mission to provide quality healthcare services to the poor, SHN is undergoing a process of revitalizing and refreshing its clinics in order to give clients a more satisfying and comfortable experience. To that end, SHN requires the procurement of some air-conditioner for their Operation theatre room and other equipment room.

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.

This RFQ does not obligate SHN to execute a subcontract nor does it commit SHN to pay any costs incurred in the preparation and submission of the proposals. Furthermore, SHN reserves the right to reject any and all offers, if such action is considered to be in the best interest of SHN.

2. 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.

3. **Offer Deadline and Protocol:** In light of the ongoing pandemic, offerors shall submit their offers electronically only. E-mail offers must be received no later than **than 17:00 local Dhaka time on November 25, 2021** at the following e-mail address:  
[procurement@shnnetwork.org](mailto:procurement@shnnetwork.org)

4. **Questions and Registering Interest:** Questions regarding the technical or administrative requirements of this RFQ must be submitted no later than 17:00 local Dhaka time on **November 14, 2021** by email to [procurement@shnnetwork.org](mailto:procurement@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. Offerors should register their interest by e-mailing at [procurement@shnnetwork.org](mailto:procurement@shnnetwork.org). SHN cannot guarantee that offerors who do not register interest will receive amendments to the RFQ or answers to questions.

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.

5. **Specifications:** Section 3 contains the technical specifications of the required items. All commodities offered in response to this RFQ must be new and unused. In addition, all electrical commodities must operate on 220V, 50Hz unless otherwise noted in the specifications.

Please note that, unless otherwise indicated, stated brand names or models are for illustrative description only. An equivalent substitute, as determined by the specifications, is acceptable.

6. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery, installation, and all other costs. All quotations must present VAT as separate line item. Pricing must be presented in Bangladeshi Taka (BDT). Offers must remain valid for not less than sixty (60) 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 Trade License, VAT Registration copy and TIN Certificate.
- Individuals responding to this RFQ are requested to submit a copy of their identification card.



7. **Delivery:** The delivery locations for the items described in this RFQ are the SHN clinics in the locations indicated in Section 3. 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 work order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.
8. **Source/Nationality/Manufacture:** All goods and 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. The cooperating country for this RFQ 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.

Any and all items that are made by Huawei Technology Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, 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.

9. **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.
10. **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.
11. **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 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 – 20 points:** Responsiveness to the technical specification and requirements.
- **Company Profile – 10 points:** Offerors must provide their company profile with client list, Authorized distributorship, company scale (Technical resource quantity), Product list etc.
- **Delivery Timeline – 10 points:** Offerors must declare the delivery time based on the locations in Annex I in their quotation and will be evaluated based on the speed of delivery.
- **After-Sales Service – 10 points:** The ability of the offeror to provide after-sales services, including warranty and routine maintenance, particularly in the areas outside of Dhaka. Service center(s) will be evaluated on ability to be equipped with tools, staffed with technical personnel, and stocked with spare parts for after-sales service.
- **Reference Check – 20 Points:** SHN will assess the past performance of the Offerors by contacting three references who may indicate the Offeror's past performance & their proposed product quality. SHN will also evaluate an offeror under this criterion by contacting certain of these references to ascertain the market reputation of an offeror. SHN reserves the right to obtain past performance information obtained from other than the sources identified by the offeror. SHN shall determine the relevance of similar past performance information.
- **Price – 30 points:** Offerors' total cost 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 based on 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.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, SHN may issue a partial award or split the award among various suppliers, if in the best interest of the SHN.
- SHN may cancel this RFQ at any time.

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

12. **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:

- (a) 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.
- (b) Any award resulting from this RFQ will be firm fixed price, in the form of a purchase order.
- (c) No commodities or services 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.
- (d) 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.
- (e) 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 RFQ must ensure compliance with these laws.
- (f) The title to any goods supplied under any award resulting from this RFQ shall pass to SHN following delivery and acceptance of the goods by SHN. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to SHN.

## **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)
- Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting Questionnaire, signed by an authorized representative of the offeror (see Section 5 for questionnaire), if quotation exceeds the taka equivalent of \$30,000.
- Copy of offeror's registration or business license (see Section 1 clause 4.b for more details)
- The product catalogs
- For procurement transaction value exceeding BDT 15,00,000 (Taka Fifteen Lacs), the awardee is required to furnish an amount not exceeding 5% of the quoted value before PO issue as earnest money in the form of bank draft/pay order/demand draft issued from any scheduled commercial bank situated in Bangladesh in favor of SHN. This may be converted into Performance Guarantee if the participant is awarded the contract.



### **Section 3: Specifications and Delivery Location:**

The table below contains the detail specification of required generator. 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. An equivalent substitute, as determined by the specifications, is acceptable.

Please note that when quoting the source country of an item as required below, the definition of source is the following: “The country from which a commodity is shipped to Bangladesh. It can also mean Bangladesh itself, if the commodity is located in Bangladesh at the time a purchase order is issued.” For example, if at the time of purchase order issuance, an item is in China and will then be imported to Bangladesh, the source of the item is China. However, if the item from China is already in Bangladesh at the time of purchase order issuance, then the source of the item is Bangladesh.

### **Specification and Item Details:**

SL No.	Item	Quantity	Specification
1	Air Conditioner (2-ton Split Type)	23	<p>Technical Specifications:</p> <ul style="list-style-type: none"><li>- Type: Split type, Wall mounted</li><li>- Cooling Capacity: <math>\geq 24,000</math> BTU</li><li>- Star rating: 3</li><li>- Compressor type: Hermitically sealed rotary type</li><li>- Electrical input: 220V/50Hz/Single Phase</li><li>- Power consumption: <math>&lt; 1800</math> watt</li><li>- Energy efficient ratio (EER): <math>&gt; 2.9</math></li><li>- Noise level: Indoor unit: <math>\leq 40</math> dB</li><li>- Air flow rate: 425 CFM or more</li><li>- Fan speed: 3 Steps</li><li>- Body surface finish: Powder coated/high quality paint finish</li><li>- Air filtering unit: Dust proof and anti-bacteria filter</li><li>- Length of tubing: 5m or as per the installation requirement</li><li>- Remote control: Wireless with LCD display</li><li>- Refrigerant type: R-22 or R-410A or any other refrigerant as per current industry standard</li><li>- Filters: Anti-Bacteria Filter</li></ul> <p>Installation instruction: Air condition installation must include minimum 5 meter copper pipe &amp; drainage pipe along with the package.</p> <p>Warranty: 60 months warranty of compressor and 12 months warranty including spare parts from the date of supply and installation.</p> <p>Brand name: Sharp/General or Equivalent</p> <p>Is the item currently in Bangladesh?</p> <p>Yes or No?</p>



SL No.	Item	Quantity	Specification
			If not in Bangladesh, from which country will the item be brought to Bangladesh?
2	Air Conditioner (1.5 ton Split Type)	24	<p>Technical Specifications:</p> <ul style="list-style-type: none"> <li>- Type: Split type, Wall mounted</li> <li>- Cooling Capacity: <math>\geq 18,000</math> BTU</li> <li>- Star rating: 3</li> <li>- Compressor type: Hermetically sealed rotary type</li> <li>- Electrical input: 220V/50Hz/Single Phase</li> <li>- Power consumption: <math>&lt; 1500</math> watt</li> <li>- Energy efficient ratio (EER): <math>&gt; 2.9</math></li> <li>- Noise level: Indoor unit: <math>\leq 40</math> dB</li> <li>- Air flow rate: 425 CFM or more</li> <li>- Fan speed: 3 Steps</li> <li>- Body surface finish: Powder coated/high quality paint finish</li> <li>- Air filtering unit: Dust proof and anti-bacteria filter</li> <li>- Length of tubing: 5m or as per the installation requirement</li> <li>- Remote control: Wireless with LCD display</li> <li>- Refrigerant type: R-22 or R-410A or any other refrigerant as per current industry standard</li> <li>- Filters: Anti-Bacteria Filter</li> </ul> <p>Installation instruction : Air condition Installation must include minimum 6.0 meter copper pipe &amp; drainage pipe along with the package.</p> <p>Warranty: 60 months warranty of compressor and 12 months warranty including spare parts from the date of supply and installation.</p> <p>Brand name: Sharp/General or Equivalent</p> <p>Is the item currently in Bangladesh? Yes or No? If not in Bangladesh, from which country will the item be brought to Bangladesh?</p>

### Delivery Location:

For the purposes of budgeting for delivery, below is a list of locations with SHN clinics where offerors will be required to deliver and install requested items:

Sl No	Clinic ID	Clinic Name	District	Air-Conditioner (1.5 Ton)	Air-Conditioner (2 Ton)
1	2	Bogura	Bogura	0	1
2	19	Kutubpur	Narayangonj	0	1
3	25	Laksham Urban	Cumilla	0	1
4	37	Gazipur	Gazipur	1	0



Sl No	Clinic ID	Clinic Name	District	Air-Conditioner (1.5 Ton)	Air-Conditioner (2 Ton)
5	49	Jhenaidah	Jhenaidah	0	1
6	50	Bagerhat	Bagerhat	1	1
7	58	Anowara	Chattogram	1	0
8	60	Chakaria	Cox's Bazar	1	0
9	61	Cox's Bazar	Cox's Bazar	1	1
10	64	Patiya (Rural)	Chattogram	1	0
11	65	Ramu	Cox's Bazar	1	1
12	78	Baghmara	Rajshahi	1	0
13	105	Joypurhat	Joypurhat	0	1
14	107	Baluadanga, Dinajpur Sadar	Dinajpur	0	1
15	108	Saidpur	Nilfamari	1	1
16	109	Thakurgaon	Thakurgaon	0	1
17	111	Sherpur	Sherpur	1	1
18	133	Jashore	Jashore	0	1
19	141	Baitipara, Sir Iqbal Road	Khulna	1	0
20	142	Satkhira	Satkhira	2	1
21	173	Tongi	Gazipur	1	0
22	179	Bhairab Urban	Kishoregonj	1	1
23	184	Aftabnagar	Dhaka	1	0
24	209	Moulvibazar	Moulvibazar	1	0
25	211	Sylhet	Sylhet	2	0
26	254	Naodapara, Rajshahi City	Rajshahi	1	1
27	255	Naogaon	Naogaon	1	1
28	257	Chapai Nawabgonj	Chapai Nawabgonj	0	1
29	259	Tajhat, Rangpur City	Rangpur	1	1
30	261	Kurigram	Kurigram	1	0
31	263	Mulatole, Rangpur City	Rangpur	0	1
32	264	Adabor, Dhaka	Dhaka	1	1
33	325	Maniktala, Khulna City	Khulna	0	1
34	332	Tatapara, Madhabdi	Narsingdi	0	1
Total Quantity				24	23



## Sample Detailed Cost Breakdown/Quotations Form:

SL#	Item Name/Specifications/ Origin/ warranty	UOM	Quantity	Unit price Including Tax Excluding VAT	Total Price (BDT)
1	Air Conditioner price including installation (2-ton Split Type)	Set	23		
2	Delivery cost (2-ton Split type)	Set	23		
3	Air Conditioner price including installation (1.5-ton Split Type)	Set	24		
3	Delivery Cost (1.5 ton Split type)	Set	24		
4	Wall mounting Stand for AC outdoor (If needed)				
	<b>Sub-Total</b>				
	<b>Add: VAT @ ...%</b>				
	<b>Total (including VAT and tax)</b>				

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

Delivery time (after receipt of order): \_\_\_\_\_ calendar days

Country of origin/manufacture: \_\_\_\_\_

Country of shipment: \_\_\_\_\_

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

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

Warranty period: \_\_\_\_\_ calendar days.

Free Periodic Servicing qty: \_\_\_\_\_ within warranty period.

Location of service center(s) for after-sales service: \_\_\_\_\_

### Other criteria that must fulfilled:

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

Taimur Reza,  
Manager, Procurement & SC  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.  
E-mail: taimur.reza@shnnetwork.org

Reference: RFQ/SHN/0053/2021

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 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: \_\_\_\_\_

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 Chemonics 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:

a) In the previous tax year, was your company's gross income from all sources above \$300,000?

Yes  No

b) 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

c) 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

d) 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: