



RFQ Number: RFQ/SHN/0058/2021  
Issuance Date: December 1, 2021  
Deadline for Offers: December 15, 2021  
Description: Supply and Installation of Stainless Steel Three Seater Waiting Chair for Surjer Hashi Clinic.  
For: Surjer Hashi Network  
Point of Contact:  
Md Taimur Reza  
Manager, Procurement and Supply Chain  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

For queries about the RFQ in line with Section 1.3 and to register your organization's interest in bidding:  
[procurement@shnnetwork.org](mailto:procurement@shnnetwork.org)

**\*\*\*\*\* 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, 6th 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 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 new clinical furniture for a number of its clinics.

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 RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

### 2. 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 **17:00 local Dhaka time on December 15, 2021** at the following e-mail address [procurement@shnnetwork.org](mailto:procurement@shnnetwork.org)

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. 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 **December 5, 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.

### 4. 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.

### 5. 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.

### 6. Delivery: The delivery locations for the items described in this RFQ are various SHN clinics throughout Bangladesh. See Annex I for a comprehensive list of clinics, their locations, and the items described in this RFQ that are required to be delivered to each. 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.

7. 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 Hikivision 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.

8. Descriptive Literature: Descriptive literature for all commodities is required. Descriptive literature means information (e.g., cut sheets, illustrations, drawings, brochures, etc.) that is submitted as part of an offer. Any discrepancy between written technical specifications in the RFQ and the literature must be clearly explained. The final specifications-determining instrument will be the offeror's completed quotation sheet.
9. In-Country Warranty Service and Repair: In-country warranty and after sales maintenance, repair, and spare parts for each item quoted under this RFQ are required. The Offeror must provide a full warranty certificate for each item for a minimum of 24 months warranty from the date of supply and installation. During the warranty period, the suppliers have to provide all routine maintenance, replacement of any spare parts, and repair services free of cost. Warranty terms of greater than 24 months will be awarded more points in scoring.
10. 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 the VAT amount upon submission of a Mushok-6.3.
11. 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 proposal 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.
12. 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.
13. Evaluation and Award: The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, 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 date of establishment, client list, list of customer care and service centers, technical personal list, product list, product authorization and others..
- **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 a warranty on equipment of at least 24 months as well as routine maintenance. 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 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 & Product quality information through reference check.
- **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. Surjer Hashi Network 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.

14. **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)
- Copy of offeror's registration or business license, TIN, BIN (see Section 1.5 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)
- The product catalogs/specification sheets for all quoted items.
- 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.
- Warranty certificate for the items.

### Section 3: Specifications

The table below contains the detail specification of required equipment and furniture. 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.

Specification and Item Details:

SL No.	Item	Quantity	Specification
1	Stainless Steel Three-Seater Waiting Chair	212	<p><b>Specification:</b></p> <p>Product Dimensions: Length (1800cm), Width ( 680cm), and Height ( 780cm).</p> <p>PU Cushion Color: Blue / Green/ Orange (Three colors for three seats).</p> <p>Load handling capacity: 350 Kg (Minimum).</p> <p>Chairs must have whole welded connections.</p> <p>Armrest and Feet: It must be made of high quality stainless steel 1.2mm thick, die-cast welded, and the surface must be polished and brushed.</p> <p>Seat: It must be made of half PU cushion (Polyurethane) leather material at a high temperature and must have a built-in steel frame structure.</p> <p>Chair Beam: 1.7mm angular steel strip tensile, pickling and anti-rust treatment, electrostatic painting</p>





Note: The Images of the items above are intended solely as guiding support and should be considered as purely indicative and not restrictive of the expected item characteristics. The condition of the chair before the PU lather cushion was installed can be seen on the left side of the photo.

**Delivery Location:**

Delivery and installation at Clinic level across Bangladesh. Please see Annex I.

Other criteria that must fulfilled:

a) Provider must have own service/technical team. No third party is allowed in the middle.

Sample Detailed Cost Breakdown/Quotations Form:

SL#	Item Name	Supplier proposed product Specifications/ Origin	UNIT	Qty	Unit price (Including Tax Excluding VAT)	Total Price (BDT)
	Stainless Steel Three-Seater Waiting Chair		Pcs	212		
	Delivery Cost		Pcs	212		
	Sub-Total					
	Add: VAT @ ....%					
	Total (including VAT and tax)					

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

Offer validity: \_\_\_\_\_ days.

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

Delivery lead time \_\_\_\_\_ calendar days after PO confirmation

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

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

Country of Shipment/Source country: \_\_\_\_\_

Please note that when quoting the source country of an item as required above, 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.



## **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 Taimur Reza  
Manager, Procurement and Supply Chain  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

Reference: RFQ/SHN/0058/2021

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 SHN’s 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:

## Annex I

### Delivery Location:

SL	Clinic Name	District	Type of the Clinic	Number of Waiting Chair
1	Bogura	Bogura	Advance	8
2	Kutubpur	Narayanganj	Advance	8
3	Gazipur	Gazipur	Advance	10
4	Jhenaidah	Jhenaidah	Advance	8
5	Bagerhat	Bagerhat	Advance	10
6	Anowara	Chattogram	Advance	8
7	Chakaria	Cox's Bazar	Advance	8
8	Cox's Bazar	Cox's Bazar	Advance	8
9	Patiya (Rural)	Chattogram	Advance	12
10	Ramu	Cox's Bazar	Advance	10
11	Sherpur	Sherpur	Advance	8
12	Satkhira	Satkhira	Advance	8
13	Tongi	Gazipur	Advance	10
14	Bhairab	Kishoreganj	Advance	10
15	Aftabnagar	Dhaka	Advance	12
16	Moulvibazar	Moulvibazar	Advance	8
17	Naodapara, Rajshahi City	Rajshahi	Advance	10
18	Naogaon	Naogaon	Advance	8
19	Chapai Nawabgonj	Chapai Nawabgonj	Advance	8
20	Tajhat, Rangpur City	Rangpur	Advance	8
21	Mulatole, Rangpur City	Rangpur	Advance	8
22	Adabor	Dhaka	Advance	8
23	Maniktala, Khulna City	Khulna	Advance	8
24	Tatapara, Madhabdi	Narsingdi	Advance	8
	<b>Total Quantity</b>			<b>212</b>