

RFQ Number: RFQ/SHN/0092/2024

Issuance Date: July 28, 2024

Deadline for Offers: August 01, 2024

Description: Renovation work of Surjer Hashi Clinic in Mirpur, Dhaka.

For: Surjer Hashi Network

Point of Contact:  
Md. Taimur Reza  
Sr. Manager, Procurement and Supply Chain.  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

**\*\*\*\*\* 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 SHN Compliance team.
- 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 SHN Compliance team.
- In addition, Surjer Hashi Network will inform their compliance team if 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's prohibitions against fraud, bribery and kickbacks.
- Any questions or concerns regarding the above information or to report any potential violations to below address [procurement@shnnetwork.org](mailto:procurement@shnnetwork.org)

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

### **1.1 Introduction:**

Surjer Hashi Network (SHN) is a not-for-profit healthcare 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 management has decided to enhance the indoor and pharmacy renovation work at the Surjer Hashi Clinic in Mirpur, Dhaka.

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.

### **1.2 Offer Deadline and Protocol:** Offerors shall submit their Hard copy offers. Hard copy offers (sealed envelope) must be received no later than **2:00 pm on August 01, 2024**, at the following address:

Taimur Reza,  
Sr. Manager Procurement & SC  
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.

### **1.3 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 **July 30, 2024**, 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.

### **1.4 Specifications:** Section 3 clause 3.1 contains the technical specifications of the required items. All commodities offered in response to this RFQ must be new and unused.

### **1.5 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 Forty five(45) 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:

- Company profile (by mentioning total customer list, experience certificate, renovation site pictures, market footprint etc.)
- Suppliers must submit quotations with samples. Without samples quotations will not be considered.
- Feedback (Comply/Non-Comply/Supplier Proposal) on technical specifications & requirements.
- Updated Trade license, TIN, BIN, etc.
- Three client contact (Client name, contact person name from client end, designation, Cell no, e-mail ID) details for a reference check.
- Delivery lead time.

**1.6 Delivery:** The project locations for the items/service described in this RFQ are the Holding No-27/KA, Rupnagar commercial area, Commercial Plot No # 02, Mirpur, Dhaka-1216. In response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of the order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.

**1.7** 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.

**1.8 Requirement/Proposal Details:** Section 3 contains SHN requirements, scope of work, layout and cost proposal.

- **Quotations submission details:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. All quotations must present VAT as a separate line item. Pricing must be presented in Bangladeshi Taka (BDT). **Offers must remain valid for not less than forty-five (45) calendar days after the offer deadline.** Below 45 days offer validity will be considered as a non-responsive proposal. Offerors are requested to provide quotations on their official letterhead follow RFQ financial template mentioned in section 3 clause 3.2.

**1.9 Bid submission venue of bidders:** Abedin Tower, 6th Floor 35 Banani C/A, Banani Dhaka-1213, Bangladesh Phone: +88 02 222274620.

**1.10 Taxes and VAT:** Offerors must include taxes, VAT, charges, tariffs, duties, and levies in accordance with the laws of Bangladesh as a separate cost line.

**1.11 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 – 10 points:** Responsiveness to the technical specification and requirements. SHN will assess the brand performance of the product/materials that the bidders will propose.
- **Company Profile – 10 points;** Offerors must provide their company profile with date of establishment, client list, list of service centers, technical personnel list, product list, product authorization and others.
- **Delivery lead time-10 points;** Offerors must declare the delivery time (calendar days) based on the locations mentioned in the sheet name "Delivery Location" in their quotation and will be evaluated based on the speed of delivery. The lead time for the completion of work is a maximum of 7 calendar days. Those who cannot complete the work within this period will have their quotations considered non-responsive.
- **Price – 70 points:** Offerors' total cost will be compared to each other to assist SHN in determining the 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 the 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.

**1.12 Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate SHN 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) 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 the 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)
- Copy of offeror's registration or updated business license, TIN, BIN. Company Profile
- Three references (company name, contact person, designation, cell no) from their client list where similar work has been performed.
- The materials specification/brand for all quoted items.
- Delivery lead time-07 calendar days after PO issue.

### Section 3: Scope of Work & Financial Proposal Template:

The table below contains the detailed specifications 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.

The lead time for the completion of work is a maximum of 7 calendar days. Those who cannot complete the work within this period will have their quotations considered non-responsive.

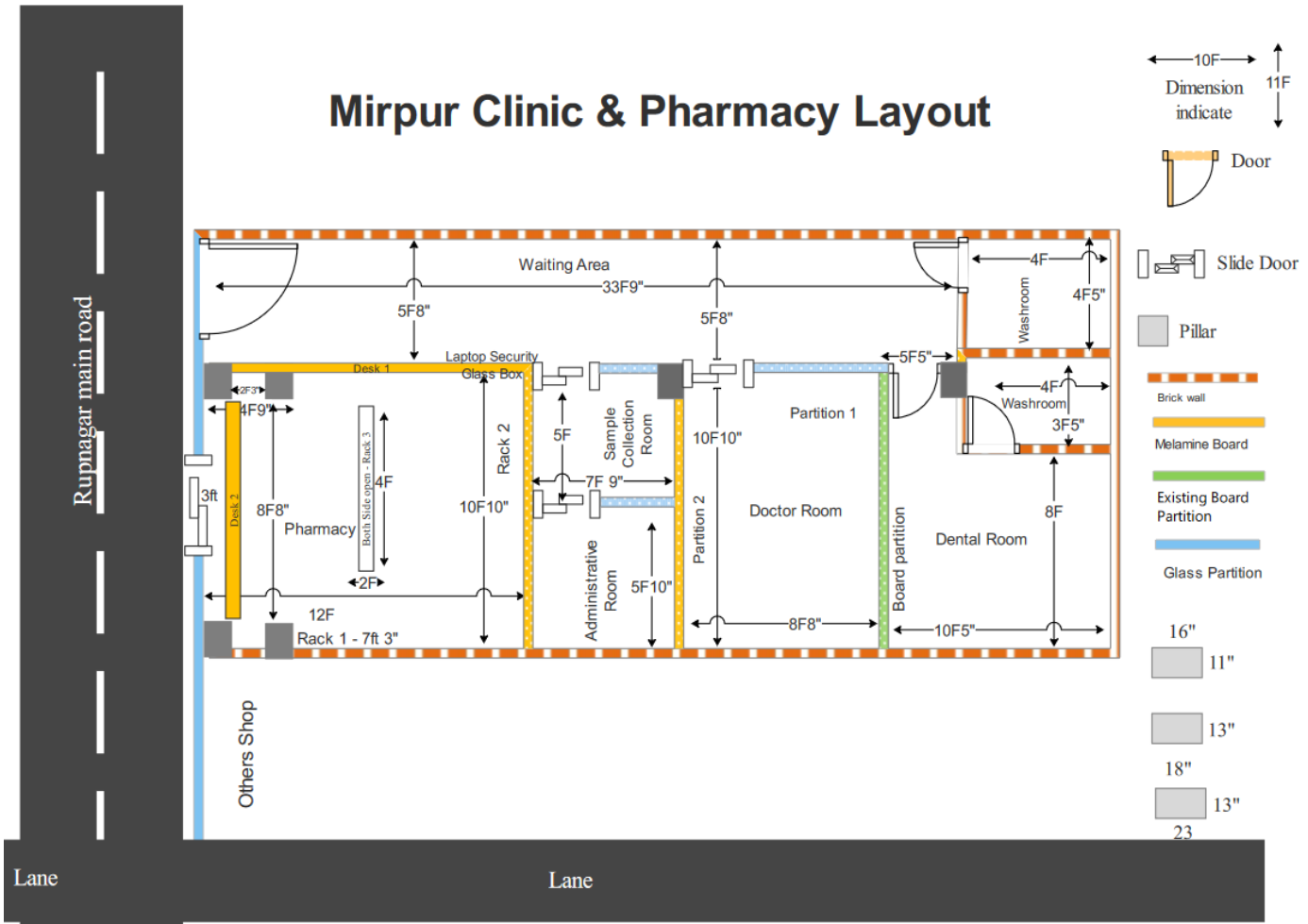
#### 3.1. Scope of work:

##### 3.1.1 Clinic Renovation:

Sl	Items Description	Specifications of Items or Service	Unit	Quantity
	<b>Pharmacy</b>			
1	<b>Pharmacy Front Side Glass Partition</b>	<b>Thai Glass Sliding Door With Partition:</b> Dimension: Length X Height = 5 ft 6 inch X 8 ft Slide Door Dimension: Length X Height = 4 ft X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Job	1
2	<b>Entrance Push Door Installation</b>	<b>Thai Glass Push Door/Swing Door:</b> Door Dimension: Length X Height = 3 ft X 8 ft Thai Partition Dimension: Length X Height = 2 ft 8 inch X 8 ft Material: Installation of 10 mm Thai glass with other necessary accessories.	Job	1
3	<b>Pharmacy Desk 1</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 5 ft 9 inch X 3 ft 4 inch X 2 ft. Side Entrance Folding Dimension: Length X Height X Width= 1 ft 6 inch X 3 ft 4 inch X 2 ft. Material: 16 mm Melamine board Top: 10 mm Thai glass. (Front 5mm Thai glass) Partition: 5 mm Thai glass. (16mm Melamine board 1 pcs) Shelf: 3 pcs by 16mm Melamine Vertical partition: 1 pcs by 16 mm Melamine board.	Set	1
4	<b>Pharmacy Desk 2</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 8 ft 8 inch X 3 ft 4 inch X 1 ft 6 inch. Material: Top: 10 mm Thai glass. Front: 5 mm Thai glass. Shelf: 3 pcs by 16mm Melamine board Vertical partition: 1 pcs by 16 mm Melamine board.	Set	1
5	<b>Laptop Security Glass Box Installation in Desk 1</b>	<b>Glass Box:</b> Dimension: Length X Height = 2 ft 6 inch X 2 ft Material: Installation of 10 mm Thai glass with other necessary accessories.	Job	1
6	<b>Pharmacy Rack 1 Installation</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 7 ft 3 inch X 8 ft X 1 ft Material: Installation of 16 mm Melamine Board and 5 mm glass with other necessary accessories.	Set	1
7	<b>Pharmacy Rack 2 Installation</b>	<b>Existing Rack Dismantle &amp; Installation:</b> Dimension: Length X Height X Width = 8 ft X 8 ft X 1 ft 4 inch (Existing rack have to shift after dismantle) Material: Installation with other necessary accessories.	Set	1

8	<b>Pharmacy Rack 3 Installation</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 4 ft X 3 ft 4 inch X 2 ft Material: Installation of 16 mm Melamine Board and 5 mm glass with other necessary accessories.	Set	1
<b>Clinic</b>				
9	<b><u>Administrative &amp; Sample Collection Room</u></b>	<b>Board Partition &amp; Installation:</b> Dimension: Length X Height = 10 ft 10 inch X 8 ft Material: Installation of 12 mm Melamine board with other necessary accessories.	Job	1
10	<b><u>Slide Door With Partition For Administrative &amp; Sample Collection Room</u></b>	Partition Dimension: Length X Height = 4 ft X 8 ft Door Dimension: Length X Height = 3 ft X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Set	2
11	<b><u>Doctor Room Partition</u></b>	<b>Board Partition Installation:</b> Partition 1 Dimension: Length X Height = 9 ft X 8 ft Material: Installation of 12 mm Melamine board with other necessary accessories.	Job	1
12	<b><u>Doctor Room Door</u></b>	Sliding Door With Thai Glass Partition: Dimension: Length X Height = 3 ft X 8 ft Partition Dimension: Length X Height = 5 ft 8 inch X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Job	1
13	<b><u>Dental Room Partition</u></b>	Board Partition Installation: Partition Dimension: Length X Height = 4 ft X 8 ft Material: Installation of Melamine board with other necessary accessories.	Job	1
14	<b>Washroom Renovation &amp; Installation</b>	<b>Existing Washroom Renovation &amp; Installation:</b> Dimension: Length X Width = 4 ft X 4 ft 5 inch Requirements: Brick wall dismantle & Brick wall installation: Length X Height = 2 ft 6 inch X 7 ft Door dismantle and installation: Length X Height = 2 ft 6 inch X 7 ft Tiles: Length X Width = 4 ft X 4 ft 5 inch Fittings: Water & Electric Dismantle of 1 High Comod & 1 Basin. Installation of 1 High Comod & 1 Basin.	Job	1
15	<b>New Washroom Fittings:</b>	<b>All Supply &amp; Installation:</b> Dimension: Length X Width = 4 ft X 3 ft 6 inch Requirements: Tiles: Length X Width = 4 ft X 3 ft 6 inch Door: Length X Height = 3 ft 6 inch X 7 ft Fittings: Water & Electric Installation of 1 High Comod & 1 Basin with other necessary accessories.	Job	1

**3.2. Layout:**



**3.2.2 Financial Proposal Submission Template:**

SI	Items Description	Specifications of Items or Service	Unit	Quantity	Price per Unit (Including Tax & excluding VAT)	Total Cost (Including Tax & excluding VAT)
	<b>Pharmacy</b>					
1	<b>Pharmacy Front Side Glass Partition</b>	<b>Thai Glass Sliding Door With Partition:</b> Dimension: Length X Height = 5 ft 6 inch X 8 ft Slide Door Dimension: Length X Height = 4 ft X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Job	1		
2	<b>Entrance Push Door Installation</b>	<b>Thai Glass Push Door/Swing Door:</b> Door Dimension: Length X Height = 3 ft X 8 ft Thai Partition Dimension: Length X Height = 2 ft 8 inch X 8 ft Material: Installation of 10 mm Thai glass with other necessary accessories.	Job	1		
3	<b>Pharmacy Desk 1</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 5 ft 9 inch X 3 ft 4 inch X 2 ft. Side Entrance Folding Dimension: Length X Height X Width= 1 ft 6 inch X 3 ft 4 inch X 2 ft. Material: 16 mm Melamine board Top: 10 mm Thai glass. (Front 5mm Thai glass) Partition: 5 mm Thai glass. (16mm Melamine board 1 pcs) Shelf: 3 pcs by 16mm Melamine Vertical partition: 1 pcs by 16 mm Melamine board.	Set	1		
4	<b>Pharmacy Desk 2</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 8 ft 8 inch X 3 ft 4 inch X 1 ft 6 inch. Material: Top: 10 mm Thai glass. Front: 5 mm Thai glass. Shelf: 3 pcs by 16mm Melamine board Vertical partition: 1 pcs by 16 mm Melamine board.	Set	1		
5	<b>Laptop Security Glass Box Installation in Desk 1</b>	<b>Glass Box:</b> Dimension: Length X Height = 2 ft 6 inch X 2 ft Material: Installation of 10 mm Thai glass with other necessary accessories.	Job	1		
6	<b>Pharmacy Rack 1 Installation</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 7 ft 3 inch X 8 ft X 1 ft Material: Installation of 16 mm Melamine Board and 5 mm glass with other necessary accessories.	Set	1		
7	<b>Pharmacy Rack 2 Installation</b>	<b>Existing Rack Dismantle &amp; Installation:</b> Dimension: Length X Height X Width = 8 ft X 8 ft X 1 ft 4 inch (Existing rack have to shift after dismantle) Material: Installation with other necessary accessories.	Set	1		
8	<b>Pharmacy Rack 3 Installation</b>	<b>White Melamine Board with Glass:</b> Dimension: Length X Height X Width = 4 ft X 3 ft 4 inch X 2 ft Material: Installation of 16 mm Melamine Board and 5 mm glass with other necessary accessories.	Set	1		
	<b>Clinic</b>					
9	<b>Administrative &amp; Sample Collection Room</b>	<b>Board Partition &amp; Installation:</b> Dimension: Length X Height = 10 ft 10 inch X 8 ft Material: Installation of 12 mm Melamine board with other necessary accessories.	Job	1		





10	<b><u>Slide Door With Partition For Administrative &amp; Sample Collection Room</u></b>	Partition Dimension: Length X Height = 4 ft X 8 ft Door Dimension: Length X Height = 3 ft X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Set	2		
11	<b><u>Doctor Room Partition</u></b>	<b>Board Partition Installation:</b> Partition 1 Dimension: Length X Height = 9 ft X 8 ft Material: Installation of 12 mm Melamine board with other necessary accessories.	Job	1		
12	<b><u>Doctor Room Door</u></b>	Sliding Door With Thai Glass Partition: Dimension: Length X Height = 3 ft X 8 ft Partition Dimension: Length X Height = 5 ft 8 inch X 8 ft Material: Installation of 5 mm Thai glass with other necessary accessories.	Job	1		
13	<b><u>Dental Room Partition</u></b>	Board Partition Installation: Partition Dimension: Length X Height = 4 ft X 8 ft Material: Installation of Melamine board with other necessary accessories.	Job	1		
14	<b><u>Washroom Renovation &amp; Installation</u></b>	<b>Existing Washroom Renovation &amp; Installation:</b> Dimension: Length X Width = 4 ft X 4 ft 5 inch Requirements: Brick wall dismantle & Brick wall installation: Length X Height = 2 ft 6 inch X 7 ft Door dismantle and installation: Length X Height = 2 ft 6 inch X 7 ft Tiles: Length X Width = 4 ft X 4 ft 5 inch Fittings: Water & Electric Dismantle of 1 High Comod & 1 Basin. Installation of 1 High Comod & 1 Basin.	Job	1		
15	<b><u>New Washroom Fittings:</u></b>	<b>All Supply &amp; Installation:</b> Dimension: Length X Width = 4 ft X 3 ft 6 inch Requirements: Tiles: Length X Width = 4 ft X 3 ft 6 inch Door: Length X Height = 3 ft 6 inch X 7 ft Fittings: Water & Electric Installation of 1 High Comod & 1 Basin with other necessary accessories.	Job	1		
Subtotal (including Tax excluding VAT)						
VAT 7.5%						
Grand total (Including VAT & TAX)						

## **Sample Detailed Cost Breakdown/Financial Proposal Form**

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

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

Offered validity: \_\_\_\_\_ 45 days \_\_\_\_\_

Payment Terms: \_\_\_\_\_ calendar days by wire transfer after successful delivery.

**Bid submission venue of bidders:** Abedin Tower, 6th Floor 35 Banani C/A, Banani Dhaka-1213, Bangladesh Phone: +88 02 222274620.

**Renovation Delivery Location:** Holding No-27/KA, Rupnagar commercial area, Commercial Plot No # 02, Mirpur, Dhaka-1216.

**Other criteria that must fulfilled: Provider must have their 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:  
Md Taimur Reza  
Sr. Manager, Procurement and Supply Chain  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

Reference: RFQ/SHN/0092/2024

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: \_\_\_\_\_

Contact No: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Company Website: \_\_\_\_\_

Company Registration or Taxpayer ID Number: \_\_\_\_\_

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

Official name associated with the 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 :