



RFQ Number: RFQ/SHN/0100/2024

Issuance Date: October 31, 2024

Deadline for Offers: November 07, 2024

Description: **Delivery and implementation of outdoor branding at Surjer Hashi Tongi Clinic and Pharmacy.**

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.

For queries about the RFQ in line with Section 1 to 5 and to register your organization's interest in bidding:

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 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 or 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' 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

Section 1: Instructions to Offerors

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 healthcare services and products to all Bangladeshis, with a particular focus on the poor. The company operates 135 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 Delivery and Implementation of Outdoor Branding for Tongi Surjer Hashi Clinic and Pharmacy.

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:** Offerors shall submit their Hard copy offers. Hard copy offers (sealed envelope) must be received no later than **2:00 pm on November 07, 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.

Proposals must be submitted in hard copy only. Hard-copy proposals must be submitted in a single sealed envelope. Envelopes must be properly marked with the name of the Offeror's company or organization and must mention the RFQ No and description/Name on top of the envelope. The envelopes containing the Proposal (Technical/Financial). Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may be considered at the discretion of SHN. SHN cannot guarantee that late offers will be considered. In case one or more companies or organizations are submitting a proposal in partnership, the name of the legally registered entity leading the partnership must be used. Upon delivery, the applicants' name will be registered in the tender register book.

Offers must be received by the date and time specified in Section 1 clause 2. The supplier will be submitting below supporting documents (Ref: Section 2 for example format).

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 **November 3 , 2024**, by email to 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 . 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 SHN requirements, product scope of work, and Cost proposal.

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 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-day offer validity will be considered as a non-responsive proposal. 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.
6. **Delivery:** The delivery locations for the items described in this RFQ are various SHN clinics throughout Bangladesh. See **Annex I and Annex II of the delivery location and mock-up design** of the clinic, their locations, and the items described in this RFQ that are required to be delivered to each. Proper documentation must be provided, including confirmation from the SHN Indenting team, verifying that the branding works have been implemented properly.
7. **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.
8. **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.
9. **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:
 - **Company Profile – 10 points** Offerors must provide their company profile with a client list, including contact information. In addition to SHN's 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.
 - **Reference Check- 20** 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.
 - **Cost – 70 points:** Offerors' total costs 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.

10. **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 successfully activating the license in our portal and submission of duly verified invoices. No advance payment will be paid. Though bidders may submit their invoices, once the license is activated in our portal the payment will be disbursed. 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 a 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 (Ref: Section 4 for template)
- Company profile (customer list, product category, previous experience, support office, Technical/Management resource list, etc)
- Updated Trade License, VAT Registration copy and TIN Certificate, Bank solvency certificate, any other Certification (if available)
- Three clients contact (Client name, contact person name from client end, designation, Cell No, E-mail address, details for reference check.
- Official quotation, including specifications of offered equipment (Ref: Section 3 for example format).
- For procurement transaction value exceeding BDT 1,500,000 (Taka Fifteen Lacs), the awardee is required to furnish an amount not exceeding 5% of the quoted value before PO issue as a performance guarantee in the form of bank draft/pay order/demand draft/AC Pay cheque issued from any scheduled commercial bank situated in Bangladesh in favor of SHN. This may be converted into a Performance Guarantee if the participant is awarded the contract and will be held for three to six months from the date of delivery.



Section 3: Technical Specifications & Financial Proposal

The table below contains the detailed specifications of the required branding items with the Technical and Commercial Proposal Template. Offerors are requested to provide quotations containing the information below on official letterhead or the official quotation format given. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to SHN.

A. Specification and Item Details with the Technical and Commercial Proposal Template:

SI	Description	Specifications of Items or Service	Size: ft (W/H)	Sqft/Unit	Unit Price (BDT) (Including Tax, Excluding VAT)	Total Price (BDT) (Including Tax, Excluding VAT)
Tongi Clinic Outdoor branding						
1	Clinic main Signage with doctor list	Pharmacy: Structure making by 2" X 1" Ms Box Pipe, Aluminium Composite Panel as per design color, CNC Router Cutting, 3mm Acrylic 3D lighting letter with logo, Address ACP offcut with lighting, LED modules Light, Jalai, cable, 14/76 cable lota, 3/22 cable, 30 A Adapter, Solution aica, POP Hardware, Wages, Installation.	30' x 13'	390		
2	Clinic signage (Main gate)	Structure: Aluminum Box (Altech/KAI), GP Sheet (0.12 mm). 1" x 1" angle for back support & 1.5"x 1.5" angle for box fitting. Box inside Color: white. PVC & Printing: 500-540 gsm Apollo Pena Flex Media (Reverse Printing). Cable: Main line wiring fire proof 3/22 BRB or BBS Cable. Flexible wiring fire proof 40/76 BRB/ BBS cable. Light: LED, 4ft (24w-20W) & 2ft (18W) (Based on situation). Per 4sft = 1 set.	10' x 3'	30		
3	Clinic indicator	Structure: Aluminum Box (Altech/KAI), GP Sheet (0.12 mm). 1" x 1" angle for back support & 1.5"x 1.5" angle for box fitting. Box inside Color: white. PVC & Printing: 500-540 gsm Apollo Pena Flex Media (Reverse Printing). Cable: Main line wiring fire proof 3/22 BRB or BBS Cable. Flexible wiring fire proof 40/76 BRB/ BBS cable. Light: LED, 4ft (24w-20W) & 2ft (18W) (Based on situation). Per 4sft = 1 set.	3' x 2' x 2'	12		
4	Clinic signage (Entry gate)	Structure: Aluminum Box (Altech/KAI), GP Sheet (0.12 mm). 1" x 1" angle for back support & 1.5"x 1.5" angle for box fitting. Box inside Color: white. PVC & Printing: 500-540 gsm Apollo Pena Flex Media (Reverse Printing). Cable: Main line wiring fire proof 3/22 BRB or BBS Cable. Flexible wiring fire proof 40/76 BRB/ BBS cable. Light: LED, 4ft (24w-20W) & 2ft (18W) (Based on situation). Per 4sft = 1 set.	112" x 24"	18.66666667		
5	Doctor signage (Beside entry gate)	Structure: Aluminum Box (Altech/KAI), GP Sheet (0.12 mm). 1" x 1" angle for back support & 1.5"x 1.5" angle for box fitting. Box inside Color: white.	3.5' x 5'	17.5		



		PVC & Printing: 500-540 gsm Apollo Pena Flex Media (Reverse Printing). Cable: Main line wiring fire proof 3/22 BRB or BBS Cable. Flexible wiring fire proof 40/76 BRB/ BBS cable. Light: LED, 4ft (24w-20W) & 2ft (18W) (Based on situation). Per 4sft = 1 set.				
6	24h signage with phone number	Structure: Aluminum Box (Altech/KAI), GP Sheet (0.12 mm). 1" x 1" angle for back support & 1.5" x 1.5" angle for box fitting. Box inside Color: white. PVC & Printing: 500-540 gsm Apollo Pena Flex Media (Reverse Printing). Cable: Main line wiring fire proof 3/22 BRB or BBS Cable. Flexible wiring fire proof 40/76 BRB/ BBS cable. Light: LED, 4ft (24w-20W) & 2ft (18W) (Based on situation). Per 4sft = 1 set.	4' x 4'	16		
Tongi Pharmacy Outdoor Branding						
1	Pharmacy Signage	Pharmacy: Structure making by 2" X 1" Ms Box Pipe, Aluminium Composite Panel as per design color, CNC Router Cutting , 3mm Acrylic 3D lighting letter with logo, Address ACP offcut with lightng, LED modules Light, Jalai, cable, 14/76 cable lota, 3/22 cable, 30 A Adapter, Solution aica, POP Hardware, Wages, Installation.	12'25" x 5'	61.25		
2	Pharmacy motto Signage	Structure making by 2" X 1" Ms Box Pipe, Aluminium Composite Panel as per design color, CNC Router Cutting , 3mm Acrylic lighting letter ACP offcut , LED modules Light, Jalai, cable, 14/76 cable lota, 3/22 cable, 30 A Adapter, Solution aica, POP Hardware, Wages, Installation.	12'25" x 16"	18.375		
3	Medicine indicators (2pc)	Structure made by 2"x1" Ms Box Pipe, 3mm ACP white & Yellow, 3D Lighting 3mm Acrylic letter, 2 inch high, LED modules Light, Jalai, cable, 14/76 cable lota, 3/22 cable, 30 A Adapter, Solution aica, POP Hardware, Wages, Installation.	94" x 16" x 2pc	20.8278		
4	Pharmacy Indicator Signage (Both side)	Structure made by 2"x1" Ms Box Pipe, 3mm ACP white & Yellow, 3D Lighting 3mm Acrylic letter, 2 inch high, LED modules Light, Jalai, cable, 14/76 cable lota, 3/22 cable, 30 A Adapter, Solution aica, POP Hardware, Wages, Installation.	4' x 2'	16		
5	Shutter paint	4 colors	11.5' x 8'	92		
Subtotal (Including TAX, excluding VAT)						
VAT 7.5%						
Grand total (Including VAT &TAX)						

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

Before submitting the hardcopy quotation, you are kindly requested to visit the branding site.

Offered validity: 45 days

Payment Terms: **30** calendar days by wire transfer.

A/C payee cheque /Bank transfer within 30 days after successful delivery of branding works.



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/0100/2024

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.
- 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: _____

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 :



Annex I

Delivery location: Delivery and implementation at the clinic level across Bangladesh. Below is the delivery location detail:

Delivery location of branding works					
SL	Clinic Name	Clinic ID	Region	Type of clinic	Clinic Address
1	Tongi Clinic and Pharmacy	173	Gazipur, Dhaka	Advanced	14, Birendra Plaza, Mymensingh Road, College Gate, Tongi, Gazipur

Before submitting the hardcopy quotation, you are kindly requested to visit the branding site.

Annex-II

Mockup Designs:

Tongi Clinic Outdoor Branding Design Mockup



Tongi Clinic Outdoor Branding Design Mockup



Tongi Pharmacy Outdoor Branding Design Mockup

