



RFQ Number: RFQ/SHN/0099/2024  
Issuance Date: **October 30, 2024**  
Deadline for Offers: **14:00 local Dhaka time on November 6, 2024**  
Description: Microsoft 365 License for Surjer Hashi Network  
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 4 and to register your organization's interest in bidding:  
[procurement@shnnetwork.org](mailto:procurement@shnnetwork.org)

\*\*\*\*\* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS  
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- 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'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. 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 maintain email communication and Microsoft office work throughout the network, License is required for SHN.

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 to 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 2:00pm on **November 06, 2024**, at the following address:

Taimur Reza,  
Senior 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 top of the envelope. 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, applicants name will be registered into tender register book.

Offers must be received by the date and time specified in section 1 clause 2.

Supplier will be submitting below supporting documents (Ref: Section 2 for example format)

- 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.

Proposal:

- Cost proposal according to Section 3 clause 3.2.

- 1.1 Query regarding RFQ:** Questions regarding the technical or administrative requirements of this RFQ must be submitted no later than 12:00 pm local Dhaka time on **November 03, 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.

3. **Specifications:** Section 3 contains SHN requirements, products scope of work and Cost proposal. MS 365 license offered In response to this RFQ must be new and latest version.
4. **Quotations:** 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 separate cost. Pricing must be presented in Bangladeshi Taka (BDT). Offerors are requested to provide quotations on their official quotation format or letterhead.
5. **Delivery:** Proper documentation must be provided, including confirmation from the SHN technical team, verifying that the license has been activated.
6. **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.
7. **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 that is mentioned in Section 3 clause 3.1 specification part, from the date of successful inspection and testing of the installed and commissioned item. The bidder who will propose a warranty below that number will be considered as non-responsive.
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, meets the required 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:

Sl no	Evaluation Criteria	Evaluation Sub-criteria	Score
1.	Company Profile	Market Co-operation (client list, market footprint, distributorship)	10
2	Reference Check	Offerors must declare three referee contact details ( <b>Client name, contact person name from client end, designation, Cell no, E-mail id</b> ) so that SHN can assess their performance with their clients. SHN will assess the past performance of the Offerors by contacting two/three references who may indicate the Offeror's past performance for projects of similar size and scope.	10
3	Financial	Offerors' total costs will be compared to each other to assist SHN in determining the best value.	80
<b>Total Score</b>			<b>100</b>

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 preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Partnership documents from Microsoft.
- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- Official quotation including specifications (**Ref: Section 3 for example format**)
- Copy of offeror's registration or business license (see Section 1 clause 2 for more details).
- 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 Performance Guarantee if the participant is awarded the contract and will be hold for three to six months from the date of delivery.

## **Section 3: Specifications, Quotation Format and Delivery Location:**

### **3.1. Scope of Work:**

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

#### **Service Scope**

- 24/7 technical support (physical/over phone)
- Monitored email support
- Remote assistance using Remote Desktop or VPN services which is available
- Planned or Emergency Onsite at Abedin Tower (6th Floor-East Part), 35, Kamal Ataturk Avenue, Banani C/A, Dhaka-1213, or any other places in Bangladesh assistance.
- Supply and implementation of Microsoft 365 Business Basic and Microsoft 365 Standard License.
- Ensure 99.9% uptime of Exchange online Mail Services.
- **We have existing MS 365 Business Basic license 300, Standard license 60, and Apps for Business license 30 which expires on 30 November 2024. The new license will be installed on the existing portal with our revised quantity. We do not require the Apps for Business license for this year.**



**SHN Requirements:**

SHN responsibilities and/or requirements in support of this Agreement include:

- Yearly Support Service charge will be complementary/free of cost for this Agreement period. After Agreement Period, if service is ongoing, it will be reviewed by both parties.
- Reasonable availability of SHN representative(s) when resolving a service-related incident or request.

The table below contains the detail format of Official quotation including specifications. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format.

SI	Description	Specifications of Items/Scope of service	Unit
1	Microsoft 365 License for SHN	MS product: Microsoft 365 Business Basic License including Teams Solution Type: Microsoft service Domain name: shnnetwork.org	Per License
		MS product: Microsoft 365 Standard License including Teams Solution Type: Microsoft service Domain name: shnnetwork.org	Per License

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

SI	Specifications of Items/Scope of service	Unit	Quantity	Unit Price BDT	Total Price BDT
1	Microsoft 365 Business Basic License including Teams (01 Year) Period: December 01, 2024, to November 30, 2025)	Per License/User	300		
2	Microsoft 365 Standard License including Teams (01 Year) Period: December 01, 2024, to November 30, 2025)	Per License/User	85		
	Estimated Total Price (BDT)				
	VAT				
	Grand Total (including VAT & Tax)				
	<b>Total Cost for One Year</b>				

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

Our existing License expires on November 30, 2024, so the license will be effective from December 01, 2024, to November 30, 2025(01 year).

Only Microsoft authorized partners are eligible to apply.

**Offered validity: 45 days**

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

A/C payee cheque /Bank transfer within 30 days after successful delivery and activation of MS license.



## **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/0099/2024

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 :