

RFQ Number: RFQ/SHN/00102/2025

Issuance Date: February 13, 2025

Deadline for Offers: February 17, 2025

Description: **Supply and Installation of 6 pieces of Cell Counter for Surjer Hashi Clinic.**

Point of Contact:

Md Taimur Reza  
Sr. Manager, Procurement  
Surjer Hashi Network,  
Abedin Tower, 6th Floor,  
35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

For queries about the RFQ in line with Sections 1 to 4 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 the 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 the 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 the 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 healthcare 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 medical equipment 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.

### **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 February 17, 2025**, 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.

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 2:00 pm local Dhaka time on **February 15, 2025**, 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. 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.

**All types of equipment models quoted by the offerors must be CE-certified. Proof of certification must be provided by offerors with the offer. The proposal will be considered as non-responsive if the proposed product doesn't have any CE certification.**

**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 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. 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:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- Copy of offeror's registration or business license, TIN, BIN
- Official quotation, including specifications of the offered equipment.
- The product catalogs/specification sheets for all quoted items.
- Must have CE/ FDA certification (necessary for that equipment that mentioned in the specification in section 3 clause 3.1)

**1.6 Delivery:** The delivery locations for the items described in this RFQ are various SHN clinics throughout Bangladesh. See **Annex I** for a Tentative 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 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 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.

**1.8 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 month 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.

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

**1.10 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 – 30 points:** Responsiveness to the technical specification compatibility with Mindray DC-30 machine.
- **Company Profile – 10 points;** Offerors must provide their company profile with date of establishment, client list, Product list, Product Authorization etc.
- **Delivery Timeline – 10 points:** Offerors must declare the delivery time based on the locations mentioned in 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 – 10 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 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.

**1.11 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 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:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- Copy of offeror’s registration or business license, TIN, BIN
- Official quotation, including specifications of offered equipment (see Section 3 clause 3.2 for sample format)
- The product catalogs/specification sheets for all quoted items.
- CE/ FDA certification (**necessary for those equipment’s that mentioned in the specification in section 3 clause 3.1**)
- Warranty certificate for each item from the manufacturer.
- Authorization from OEM/Manufacturer.
- Bidder Three clients contact information (Client Name, contact person name, Cell no) those were procured proposing brand from the bidder



## **Section 3: Specifications:**

The table below contains the detailed specifications of the required equipment. 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

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

#### **3.1.1 Specification and Item Details (Cell counter):**

Sl.	Item	Quantity (Set)	Specification
1	Cell Counter	06	<p><b>Specifications:</b> <b>Parameters: 23</b> WBC, LYM, MID, GRAN, LYM%, MID%, GRAN%, RBC, MCV, HCT, PLT, MPV, HGB, MCH, MCHC, RDW%, RDW, PCT, PDW%, PDW, P-LCR, P-LCC, HB%</p> <p><b>Display:</b> 7-inch WVGA true color (24-bit) touchscreen <b>Interface ports:</b> 1 USB device/4 USB host/1 LAN port <b>Memory capacity:</b> 50,000 samples <b>No. of reagents used:</b> As per the bidder's proposal <b>Dimensions (HWD):</b> 395 x 295 x 475 mm (M32B/M32M/M32C) 395 x 340 x 475 mm (M32S) <b>Accessories:</b> 1 set Re-agent</p> <p><b>Other requirements: (Specified)</b></p> <ul style="list-style-type: none"><li>- Warranty period for spare parts: Bidder will propose,</li><li>- Period of after-sales service from the date of installation: Need to mention.</li><li>- List of user Clinics/ Hospitals/ Diagnostic Centers in Bangladesh: Need to submit</li><li>- Certification: CE/FDA required.</li></ul> <p>Country of Manufacture: need to mention. (Products with India as the country of origin or manufacture are not preferred).</p>



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

#### 3.2.1 Sample Detailed Cost Breakdown/Quotations Form (Cell Counter):

SL.	Item Name	Supplier proposed product Specifications/ Origin	UNIT	Qty	Unit price (Including Tax Excluding VAT)	Total Price (BDT) (Including Tax Excluding VAT)
1	Cell Counter	Brand name: Model No: Country of origin: Warranty: Year/Years	Set	06		
2	Delivery and installation cost		Set	06		
<b>Subtotal (including Tax &amp; Excluding VAT)</b>						
<b>VAT (10%)</b>						
<b>Total (including VAT and tax)</b>						

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

Offer validity: 45 days or above.

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

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

Country of origin/Country of manufacture: \_\_\_\_\_ (Products with India as the country of origin or manufacture are not preferred).

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

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

Offer validity: 45 days or above.

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

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

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

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

**Note: Provider must have own service/technical team. No third party is allowed in the middle.**



## **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  
Surjer Hashi Network, Abedin Tower,  
6<sup>th</sup> Floor, 35 Kamal Ataturk Avenue,  
Banani, Dhaka-1213, Bangladesh.

Reference: RFQ/SHN/0102/2025

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: \_\_\_\_\_

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 a seal:

Name:

Designation:





## **Annex-I**

### **Delivery Location:**

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

Location	Clinic ID	Clinic Type	Address	Allocation Qty
Chapainawabganj	257	Advanced	Biswa Road, Nawabgonj Sadar, District: Chapai Nawabgonj	1
Tongi	173	Advanced	14, Dharendra Plaza, Mymensingh Road, College Gate, Tongi, District: Gazipur (Tongi College Gate)	1
Savar	269	Advanced	72/2, Block- C, Mozidpur, Birulia Road, Beside Afsar Cotton, Savar	1
Rajabazar	168	Basic without NVD	52/A, West Razabazar, Near to Ronoda Pharmacy, Indira Road, Dhaka	1
Naodapara	254	Advanced	North Naodapara, Bypass More, Naodapara, Rajshahi	1
Jatrabari	301	Basic without NVD	North Side of Jatrabari Park, Jatrabari, Dhaka-1204	1