



RFQ Number: RFQ/SHN/0104/2025

Issuance Date: April 17, 2025

Deadline for Offers: April 23, 2025

Description: **Supply and Installation of Medical equipment (Hormone Analyzers, Cell Counters) 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 Section 1 to 4 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 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



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 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 **3:00pm on April 23, 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 12:00 pm local Dhaka time on **April 20, 2025** 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.

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 model 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 separate line item. Pricing must be presented in Bangladeshi Taka (BDT). Offers must remain valid for not less 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 (necessary for those equipment's 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 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 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 – 20 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 – 40 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 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 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 bidde




Section 3: Specifications:

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


3.1 Specification and Item Details:

3.1.1 Specification and Item Details (Semi Auto Hormone Analyzer):

SL No.	Item	Quantity	Specification
1	Semi-Auto Hormone Analyzer	6	<p>Specification:</p> <p>Brand Name: As per the bidder's proposal</p> <p>Model No: As per the bidder's proposal</p> <p>Country of Origin: As per the bidder's proposal</p> <p>Warranty: Year/Years</p> <ul style="list-style-type: none"> - Measurement System: 8 channels, - Microplate type-96 well plate - Test report: Such as hepatitis, tumor markers, and hormone levels. The device can measure T3, T4, and TSH, which are thyroid hormones, and it can also be used for other hormone testing. - Reading Speed: 6 seconds (fast kinetic measurements) - Linear Range: 0.001-3.500Abs - Photometric Accuracy: $\pm 1\%$ or $\pm 0.001A$ - Repeatability: $<1.0\%$ Stability: $<0.005Abs/hr$ - Linearity: $<\pm 1.0\%$ - Sensitivity: $<\pm 0.001A$ - Channels Discrepancy: $<\pm 0.002A$ - Optical filters: 405/450/492/630nm - Reading: Automatic focusing function makes the results more precise - Storage: 100 programs - Display: Touch screen - Interface: RS-232 and USB port - Printer: Built-in thermal printer - Power Supply : AC 220V 50Hz - UPS of 650 VA , Back-up time up to 30 minute is required. <p>Other requirements: (Specified)</p> <ul style="list-style-type: none"> - Warranty period for spare parts: Need to mention, (Hormone analyzer warranty is a minimum 01 Year and UPS and UPS battery 06 months. - Period of after-sales service from the date of installation: Need to mention. - List of user Clinic/ Hospital/ Diagnostic Center in Bangladesh: Need to submit - Certification: CE <p>Country of Manufacture: need to mention. (Products with India as the country of origin or manufacture are not preferred.)</p>  <p>Note: (The Images of the items below are intended solely as guiding support and should be considered as purely indicative and not restrictive of the expected item characteristics.)</p>



3.1.2 Specification and Item Details (Cell counter):

SL	Item	Quantity	Specification
2	Cell Counter	6	<p>Specifications:</p> <p>Brand Name: As per the bidder's proposal</p> <p>Model No: As per the bidder's proposal</p> <p>Country of Origin: As per the bidder's proposal</p> <p>Warranty: Year/Years</p> <p>Parameters: 23</p> <p>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>Display: 7-inch WVGA true color (24-bit) touch screen</p> <p>Interface ports: 1 USB device/4 USB host/1 LAN port</p> <p>Memory capacity: 50,000 samples</p> <p>Part: 3 parts (3/will be installed software for 5 parts)</p> <p>Test Quantity/per hour: Please mention the test quantity per hour</p> <p>No. of reagents used: As per the bidder proposal</p> <p>Reagent Package price: Please provide the package price of the reagents, mentioning the reagent name and quantity in mL, (Price including VAT and TAX)</p> <p>Dimensions (HWD): 395 x 295 x 475 mm (M32B/M32M/M32C) 395 x 340 x 475 mm (M32S)</p> <p>Weight: ≤ 18 kg (M32B/M32M/M32C) ≤ 22 kg (M32S)</p> <p>Other requirements: (Specified)</p> <ul style="list-style-type: none"> - Warranty period for spare parts: Need to mention, (Cell counter warranty is minimum 02 years) - Period of after-sales service from the date of installation: Need to mention. - List of user Clinic/ Hospital/ Diagnostic Center in Bangladesh: Need to submit - Certification: CE - Please provide the Bill of Lading/Airway Bill copy for the 6 pcs Cell Counter. <p>Country of Manufacture: need to mention. (Products with India as the country of origin or manufacture are not preferred.)</p>  <p>Note: (The Images of the items below are intended solely as guiding support and should be considered as purely indicative and not restrictive of the expected item characteristics.)</p>



3.2 Sample Detailed Cost Breakdown/Quotations Form:

3.2.1 Sample Detailed Cost Breakdown/Quotations Form (Semi-Auto Hormone Analyzer):

SL#	Item Name	UNIT	Qty	Unit price (Including Tax, excluding VAT)	Total Price (BDT)
1	Semi-Auto Hormone Analyzer	pcs	6		
2	Delivery and installation cost	pcs	6		
	Subtotal (including Tax)				
	Add: VAT 10%				
	Total (including VAT and tax)				

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

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

SL#	Item Name	UNIT	Qty	Unit price (Including Tax, excluding VAT)	Total Price (BDT)
1	Cell Counter	pcs	6		
2	Delivery and installation cost	pcs	6		
	Subtotal (including Tax)				
	Add: VAT 10%				
	Total (including VAT and tax)				

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



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,
6th Floor, 35 Kamal Ataturk Avenue,
Banani, Dhaka-1213, Bangladesh.

Reference: RFQ/SHN/0104/2025

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 seal:

Name :

Designation :



Annex-I

Tentative 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:

Hormone Analyzer-06 pcs				
Location	Clinic ID	Clinic Region	Address	Allocation Qty
Jatrabari	301	Dhaka	North Side Of Jatrabari Park, Jatrabari, Dhaka-1204	1
Konabari, Gazipur	387	Dhaka	Ajmot Ali Complex, Ambagh Road, Konabari, Gazipur	1
Lalbagh	38	Dhaka	36 Sheikh Shaheb Bazar, Lalbagh, Dhaka -1211	1
Pahartoli	115	Chittagong	Rafique Chowdhury Bhaban, Road # 3, New Mansurabad, Pahartoli, P.O: Firoz Sah, Chattogram	1
Shahjadpur	171	Dhaka	Ga-1076, Shahzadpur Eidgah Moshjid Road, Vatara, Dhaka-1212	1
Wari	44	Dhaka	72, BCC Road Wari, Dhaka-1203	1

Cell Counter-6 pcs				
Location	Clinic ID	Clinic Region	Address	Allocation Qty
Laksham	25	Cumilla	Bondon Tower, Opposit of BRAC Office, Jongshon, Laksham, Cumilla.	1
Moulvibazar	209	Sylhet	Jannat Bhaban, Borhat, Sylhet Road, Moulvibazar	1
Mulatola	263	Rangpur	Al Shafa Tower, House # 311, Road #01, Mulatole Bazar, Rangpur.	1
Rupnagar, Mirpur	437	Dhaka	Holding #27 A Rupnagar Commercial Area. Plot#-2 Mirpur. Dhaka-1216, (Kamal Ahmed Mojumder School & College opposite side)	1
Saidpur	108	Rangpur	Bonghobondhu Road, Saidpur, Nilphamari	1
Shahjadpur	171	Dhaka	Ga-1076, Shahzadpur Eidgah Moshjid Road, Vatara, Dhaka-1212	1

The above-mentioned location is tentative; the delivery location list may be changed before final delivery.