French Medical Institute for Mothers and Children

Request for Proposal (RFP)

For

Supply of Laboratory Equipment

BACKGROUND

The French Medical Institute for Mothers and Children (FMIC) is running through an innovative four-way partnership between the Government of Afghanistan, the Government of France, the Aga Khan Development Network (AKDN) and the French NGO, La Chaîne de l'Espoir. The Aga Khan University manages FMIC on behalf of AKDN.

FMIC's four founding partners continue to invest in the hospital. They remain committed to working together to chart a course towards sustainable healthcare solutions for Afghanistan. The French Medical Institute for Mothers and Children is striving to realize a vital and ambitious vision: to be a leading institute of excellence and innovation in healthcare, research and education, providing exemplary, safe, comprehensive, accessible and sustainable services to Afghanistan and surrounding regions, while positively impacting the lives of patients and all others whom it serves.

1. INTENT

French Medical Institute for Mothers and Children (FMIC) invites proposals from interested parties, companies/vendors on their ability as qualified vendors to provide laboratory analyzers for basic chemistry and immunochemistry for the tests to be performed as given in the **Annexure "A"**

FMIC requires a vendor with demonstrated dedication to all requirements and is continuously responding to industry standards, innovation, and demonstrated reliability in customer support and training. FMIC intends to develop a strong professional relationship with the awarded supplier in the ongoing operation and development of an integrated and comprehensive solution. Thus represents and certifies that it is a regular dealer in good standing in or manufacturer of medical equipment.

2. EQUIPMENT REQUIRED

French Medical Institute for Mothers and Children is looking for the following laboratory equipment's that meets the international standards and improve its services to customers.

1. Basic chemistry analyzers x 2
2. Immunochemistry analyzers x 2

Above two types of equipment might be in quantity two (2) as master and backup, so as to minimize downtime in case of master equipment develops fault. Master and backup must be of the same capacity, make and model.

3. NATURE/TYPE OF OFFER

Offers should be submitted against cost of hardware (selling) as well as placement against reagent rental basis. We assume that price of reagents and consumables will be different for sell and placement, Therefore, proposals submitted must be separate for sell and placement. Suppliers have the right to offer their proposals for any of the above mentioned commercial approaches as well.

4. CONDITION OF THE EQUIPMENT

The scope includes that vendor will provide all equipment of current production, new, and of first-rate quality. Refurbished or used equipment will not be accepted.

5. MINIMUM QUALIFICATION

Vendor must be able to demonstrate the capability of providing the required services by possessing adequate available resources including:

- Personnel, trained technical and application staff credentialed by manufacturer (in case of vendors) having capability of fully understanding the system/equipment, its uses and the requirement of customer. Be capable to maintain and keep the system up as per agreed terms and conditions.

- Have facilities, access, order processing and delivery capabilities, equipment, systems, organization structure, operation controls, quality control and other related factors.

6. PROPOSAL RECEIPT

One original hardcopy of complete SUBMISSION that must include followings:

Manufacturer profile, Regional / local authorized distributor's profile (if involved), Separate financial and technical proposal, International and local reference list of customers having proposed system installed, and filled Vendor RFI form as attached in "Annexure B" as well as supplier questionnaire form accompanied in separate file must be delivered at below address in a sealed envelope by the date February 24, 2018.

Address to:

Mir Ahmad Hameedi; Manager Materials Management
French Medical Institute for Mothers and Children (FMIC)
Behind Kabul Medical University, Aliabad, Kabul - Afghanistan
Email: mirahmad.hameedi@fmic.org.af

Proposals received after due date will not be considered.

7. PLACEMENT CONTRACT

In case of placement of hardware, contract will be awarded for a period of five (5) years. Upon completion of the contract, parties, (supplier and customer) can extend the contract with mutual understanding.

7.1. Equipment features and requirements

The equipment should fulfill following features and requirements:

- Should be capable of analyzing complete test parameters mentioned under the test volume section, or maximum possible test parameters.
- Auto verification of results based on predetermined criteria and algorithms.
- Produce acceptable CV values for all the analytics, all of which should comply with International standards, for diagnostic testing and not research.
- Automatic inventory monitoring.
- Automatic alarm for maintenance.
- Capable of performing remote troubleshooting diagnostics (if needed)
- Have sample bar code reader with reading capability
- Capable of storing patient data and demographics in maximum quantity
- FDA and CE certification
- Conformity with CAP standards and participation in CAP proficiency testing
- Built in Quality Control (QC) programs including on-board QC

7.2. Other system / equipment requirements

7.2.1. Interface with IT Network

- It should be compatible with our LIMS through Direct connect or via Middleware data Innovations.
- The equipment should communicate through LIS to identify samples and orders.
- There should not be any separate licensing fee for the use of required software. In addition, no software licensing agreements shall be interpreted to require a written nondisclosure agreement.
- Supplier to provide details of communications specifications or the Interface Manual describing the complete protocol of two way transmission between analyzers and FMIC Lab Information System (LIS).
- Number of network points required for interfacing equipment with Lab Information System.
- Describe specific requirements for barcode labels on specimen tubes. Specify any other information regarding interfacing with Lab Information System in terms of software and hardware. Bidirectional communication should be possible with LIS either by HL7 or ASTM standard or any

7.2.2. System Accessories

Vendor to provide all system accessories such as PC, Printers, UPS (that will support the instrument during periods of electrical power failure), Barcode Readers and other related hardware and accessories required to smooth running of the system efficiently.

8. SUPPLIER'S RESPONSIBILITIES FOR PLACED EQUIPMENT

8.1. Pre installation

- Supplier will provide a detailed installation plan giving total number of days from start to commissioning will be submitted after shipment dates are confirmed, showing date wise activities from installation start to equipment commissioning .i.e. any site related activities in FMIC's scope, which are interlinked with supplier's scope of activities, must be identified by vendor on the same plan with required completion dates.

- Supplier shall provide a complete and detailed description for facility preparation that will be required for each system. This shall include, but not be limited to, shielding, electrical, mechanical (HVAC and plumbing), structural, and access requirements.
- Provide a complete description of environmental conditions required; ceiling, wall, temperature and floor loading; and any special utility and electrical power system needs. Include any published site-planning guides for proposed equipment and all equipment space requirements.
- The Vendor shall provide a description and the costs, if any, of installation planning, design, and construction services require for installation of equipment.

8.2. Equipment Delivery and Installation

- Supplier shall supply, deliver, install, commission, calibrate and test the Equipment, at FMIC site in accordance with the Implementation Plan as per the requirements and Specifications provided and agreed.
- The scope includes supply, handling, storage of complete consumables, parts, accessories, hardware and software required to install, test and commission the complete required systems.
- The Equipment supplied shall be brand new and accompanied with Quality Check Certificates which confirms the health when it was packed and shipped from factory.
- Operating and Service Manual and all necessary documents would be provided to user and Technical Departments (Biomedical Engineering and Information Technology).
- Installations and commissioning would be supposed to be completed when all the requirements will be fulfilled i.e. IQ (Installation Qualification Certificate), OQ (Operational Qualification Certificate) and PQ (Performance Qualification Certificates).
- Manufacturer authorized factory trained engineer and application person will provide training to user and Technical Departments (Biomedical Engineering and Information Technology), Trainings must be accomplished along with Certificates awarded to successful candidates
- Certificates of both manufacturer authorized engineer and application person will be required to be provided to FMIC before installation of equipment.

- Where any third party items are provided by the supplier, the credential of third party must be shared with FMIC and approval will be obtained on the brand, model, and specifications. Supplier shall assume all responsibility in case of any delay in installation or future repair and maintenance by third party.

8.3. Technical Inspection

- Placed/purchased equipment shall be delivered to FMIC warehouse. The supplier shall ensure that equipment delivered must be brand new, safe and ready for patient testing. Subsequently, Biomedical of FMIC will coordinate with supplier for detailed technical inspection to verify the consignments are as per order.

9. AFTER SALE SUPPORT

9.1. Warranty for Purchased Equipment's

- For purchased equipment, standard and extended warranty (if any) should be mentioned clearly. Post warranty maintenance contract cost needs to be provided for the scenario with parts and without parts separately. A service support strategy should be provided starting from installation to warranty expiry, which includes, imparting training to operators and technical staff.

9.2. Warranty for Placed Equipment's

- Placed equipment will be and remain property of supplier throughout the entire period of placement contract, therefore Supplier will be sole responsible to oversee and for the overall maintenance of placed equipment and associated accessories, printers, PC, UPS and etc. including provision of spares on free of cost (FOC) basis.
- Biomedical of FMIC will monitor the vendors on maintenance activities and will manage the records of the maintenance as per policies and standards.
- Supplier has to depute resident engineer to keep the equipment 98% up. Resident engineer should be trained at manufacturer's factory level. Sound evidences such as manufacturer's training certificates will need to be submitted to customer with quotation of the equipment.
- Resident engineer must be backed by same level of engineer available at local office or with distributor.

- Regular on-site system maintenance and system examination for the term of the contract. System is to be tested and all parts necessary to maintain optimal system performance to be examined and replaced if required.
- Unlimited technical support to be made available 24/7.
- Up-time guarantee of 98% based upon 24 hours per day, 7 days per week.
- Supplier will be ensuring all regulatory compliance required for the quoted products. Vendor will also have to reproduce quality certificates whenever requested.
- Supplier should update instrument automatically when a new version of same becomes available.
- To ensure proper monitoring by customer, biomedical engineer of FMIC should be provided with in-depth technical training on supplier's established and organized training center. Such training will be part of the placement deal and will be imparted free of cost.

9.2.1. Response Time

Service/resident engineers must response to the complaints received from FMIC within 1 hour. The support services must be available 24/7. Contact details of the service engineers will be provided to users and biomedical department of FMIC.

9.2.2. Preventive Maintenance

- Supplier must perform the preventive maintenance on manufacturing recommended intervals and according to the instruction outlined in the maintenance manual.
- Supplier shall provide the PM Schedules and Work instructions to biomedical so that scheduling will be atomized through CMMS systems.
- The Preventive maintenance schedule will required to be provided at the beginning of each year.
- Supplier shall ensure accuracy and safety of the equipment through calibrations and verification as per manufacturer instructions.
- All the maintenance consumable and resources required during preventive maintenance will be managed by the supplier.
- Supplier shall provide the preventive maintenance record to biomedical as per manufacturer recommended the Preventive maintenance checklist.

- The test tools used during calibrations or testing must be validated.
- Vendor will repair the system FOC throughout the terms of Agreement

9.2.3. Breakdown Maintenance

- Supplier will ensure availability of factory trained services engineer and factory training certification of the service engineer shall be provided to customer.
- All the breakdowns shall be rectified free of cost by the trained and authorized engineers of the supplier.
- Supplier will arrange all the parts required during rectification of breakdowns as FOC.
- Supplier must retain vital parts at their local facilities to reduce the down time. The lead time of the parts delivery should not be exceeding than one week from overseas (if required).
- Supplier engineers must submit a service report against each complaint/downtime with problem root cause analysis and parts that have been changed.
- If a problem is prolonged or if there are frequent breakdowns then BM, user and vendor will mutually decide for a replacement.

9.2.4. Uptime guarantee

- A situation whereby any analyzer, after fully exhausting backup arrangement provided by the supplier, due to which reporting of the sample analysis is restricted and causes loss of revenue, will be counted as major break down.
- Supplier shall guarantee 98 % uptime of the placed equipment. Permissible major breakdown is 2% which makes 7.2 days in a year. However this will be accumulative spread over a year and not for a single incident.
- In case of single major breakdown, it should not be prolonged beyond 03 hours. Any major breakdown exceeding permissible timelines will be treated as violation of contract which entitle customer to initiate contract termination if needed
- Suppler is expected to put their best efforts to minimize allowable 2% major breakdown by providing efficient backup support.

- Major breakdown will start when user or the biomedical engineering staff of FMIC notifies Supplier, confirm that the system is down due to major Break down and ends once repairs have been completed and Systems starts processing and analysis
- Inventory of critical spares will be maintained in local stock of supplier during the terms of the agreement. In case of any parts not kept locally, supplier will be solely responsible for import. Custom clearing of such parts will also be responsibility of supplier to keep the Equipment in good and proper functioning order regardless of whether those spare parts attachments or accessories are marketed by the supplier or not.

9.2.5. Trainings

- Operator trainings and service trainings will be provided by the vendor/manufacturer either at FMIC facility or according to the placement order.
- Vendor should provide Operating Manual.
- The vendor shall provide on-site clinical training as well as one –two operators training (local/foreign) if available, for initial training.
- Vendor shall provide complete equipment for "turn-key" operation, tools, material and labor for installation, clinical training and technical (Biomedical) training necessary for the seamless implementation.
- Vendor will provide the technical assistance/procedures to perform correlation studies required in the validation process as stipulated by CAP, FDA, and other regulatory bodies.

9.2.6. Recall Alerts

- Manufacturer/supplier shall communicate all the alerts and recalls associated with installed model of placed equipment along with recalls and alerts related to reagents and accessories, to Biomedical and Purchase along with action plan.
- Supplier and manufacturer will be responsible to execute these field action notices and recalls and will be responsible to close the matter.

9.2.7. Discipline and compliance to FMIC work environment

- Supplier engineers must comply with the safety standards of FMIC. Engineers shall use proper tools and Personal Protective Equipment (PPEs) during maintenance activities and ensure clean work environment.

- Supplier engineers shall use proper IDs and inform the biomedical or user prior to start maintenance work and after the completion of the tasks.
- Only trained and identified individuals of vendors will be allowed to access the facility and work on the respective instruments.
- The supplier will provide detailed service reports of each service work done to FMIC biomedical engineering
- The supplier and FMIC will maintain Uptime / down time report dully signed by supplier representative and FMIC (Biomedical and User) on monthly basis signed by biomedical to confirm that work was performed according to manufacturer standards and CAP requirements.

9.2.8. Transportation of Equipment's

Vendor is responsible for the safe transportation of equipment to project site. For doing a safe transportation, FMIC will provide its full support during transportation where needed. Any damages to equipment during transportation will be on part of the vendor.

10. CONSUMABLES DETAILS AND PRICING

- Supplier shall identify all consumable items required to conduct Test Menu as provided above on Proposed Medical Equipment and provide fixed and guaranteed prices for these items for a period of five (5) years after acceptance of the placement proposal by FMIC. For any items not mentioned in the offer as consumables and is necessary and required to produce the test results, supplier will be responsible to supply such item free of cost for entire contract period.
- The Proposal shall be a line-item price quotation that separately lists all the components for the purchase, installation, start-up, calibration, and testing of the proposed medical equipment or required and is necessary system. In other words cost per test detail break up is required.
- Reagents and kits must have on-board stability of at least two months (preferred).
- Reagents and kits must have expiry for at least one year (preferred).
- Reagent and consumable pack size should be smaller (100 tests or 200 tests)

11. SUBMITTALS

Vendor Profile

Vendors to provide following information about their company:

- Description, including a short history, years in business, business plan and services offered.
- Details of at least three projects of similar in size and scope.
- Indicate the name, title and contact details of the person who will have the overall account management responsibility as specified in this RFP.
- Availability of trained engineer (s) on the offered system along with their Certification.
- Equipment Certification like CE Marked and FDA Approved.
- Evidence of participation of said Equipment in CAP Survey.

RFI (Request for Information) Form

Fill in RFI form as attached in Annexure B and submit it along with Proposal.

Financial

1. Financial proposals must include sufficient itemization to enable the FMIC to uniformly evaluate the cost elements of all proposals.
2. The Contract will be awarded for (5) Five Years Period.
3. Financial Proposal should be submitted for both Placement and Purchase Options.
4. Financial Proposal should be in Excel format.
5. No hidden cost / other cost will be accepted after submission.
6. Systems shall not require supplementary cost items to operate.
7. The financial proposal should include details cost per test breakup and price of each Consumable which will be used.
8. All prices are to be on CIP Kabul – Afghanistan basis.
9. Payment terms: as agreed by both parties

10. 3 years comprehensive warranty on whole system if acquired on Purchase Option.
11. If Purchased Vendor to Provide Post Warranty Maintenance.

12. VENDOR QUERIES:

Vendors are expected to exercise their best professional independent judgment in analyzing the requirements of this RFP to ascertain whether additional clarification is necessary or desirable before responding. You may contact for any queries till February 15, 2018 and the point of contacts for queries is:

Address to:

Mir Ahmad Hameedi
Manager Materials Management
French Medical Institute for Mothers and Children (FMIC)
Behind Kabul Medical University, Aliabad, Kabul - Afghanistan
Email: mirahmad.hameedi@fmic.org.af

The vendor itself shall bear all the cost associated with the preparation and submission of the Proposal and FMIC will in no case be responsible or liable for any of these costs regardless of the outcome of the process. The Vendor is required to examine all instructions, terms and conditions in these proposal documents. Failure to furnish the information, as required and consequent rejection of the proposal on that basis will, in every respect, is at the individual vendor's risk and cost.

Proposals will be evaluated on the basis of price; conformance to the Equipment Requirements and Terms and Conditions of this RFP; equipment features, specifications, performance, and reliability; Vendor experience; the experience of users with the equipment and Vendor; delivery and installation schedule; warranty terms; service capabilities; user training and support services; projected five-year operating costs; financial proposals; and overall responsiveness to this Request-for-Proposal (RFP).

On acceptance of Proposal both parties will sign a Legal contract based on terms and conditions agreed.

Late, incomplete, or unsigned proposals not conforming to the requirements of this RFP will not be considered.

FMIC reserves the right to accept or reject any or all proposals and to annul the proposal process without assigning any reason or having to owe any explanation whatsoever at any time prior to award of Contract, thereby, incurring no liability to the affected Vendor or any obligation to inform the affected Vendor.

13. CONFIDENTIALITY:

The vendor either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the documents under any circumstances.

Annexure A

Tests / Parameters

Basic Chemistry

S.#	Parameters / Tests	Est. Test per year
1	AHDL (REVISED) NON-PRETREATMEN	2057
2	ALDL – NON-PRETREATMENT LDL	2085
3	ALB – ALBUMIN	1656
4	BUN - UREA NITROGEN	11088
5	CA – CALCIUM	9120
6	CHOL – CHOLESTEROL	12990
7	CREA – CREATININE	14670
8	DBI - DIRECT BILIRUBIN	9488
9	GLUC –GLUCOSE	13327
10	MG – MAGNESIUM	6108
11	PHOS – PHOSPHORUS	388
12	DIM TBI FLEX REAGENT	9725
13	TP - TOTAL PROTEIN	1609
14	TGL – TRIGLYCERIDES	5887
15	UCFP-RINE / CEREBROSPINAL FLU	167
16	URCA - URIC ACID	754
17	ALP - ALKALINE PHOSPHATASE	3958
18	ALT - ALANINE AMINOTRANSFERASE	14513
19	AMY - ALPHA-AMYLASE	271
20	AST - ASPARTATE AMINOTRANSFERA	283
21	CKI - CREATNINE KINASE FLEX	338
22	GGT - GAMMA-GLUTAMYL TRANSFERA	4211
23	LDI - LACTATE DEHYDROGENASE	405
24	LIP - LIPASE	164
25	ECO2 - ENZYMATIC BICARBONATE	4145
26	RCRP - C-REACTIVE PROTEIN EXTE	11173
27	IRON- REVISED IRON	120
28	IBCT- AUTOMATED TOTAL IRON BIN	87

Immuno Chemistry

S.#	Parameters / Tests	Est. Test per year
1	T3	2270
2	T4	2217
3	ADVIA CENTAUR FT4	1630
4	TSH3	8280
5	THCG	1000
6	Vitamin D	6989
7	ADVIA CENTAUR HBsAg	7869
8	ADVIA CENTAUR Anti-HCV (aHCV)	3322
9	ADVIA CENTAUR Anti-HAV IgM	604
10	ADVIA CENTAUR Anti-HBE	372
11	ADVIA CENTAUR HIV Enhanced	1650
12	ADVIA CENTAUR HBeAG	783
13	IMMULITE RUBELLA IGG	215
14	IMMULITE RUBELLA IGM	728
15	IMMULITE TOXO IGG	210
16	IMMULITE TOXO IGM	792
17	IMMULITE FERRITIN KIT	282
18	IMMULITE TROPONIN I KIT	430
19	CK-MB KIT	113
20	IMMULITE CMV IGM KIT	610
21	H. PYLORI IGG SEMI-QUANT	5478
22	IMMULITE AFP (SEQUENTIAL)	196
23	IMMULITE ESTRADIOL KIT	224
24	IMMULITE PROGESTERONE KIT	185
25	IMMULITE PSA KIT	195
26	IMMULITE V B 12-RA (VITAMIN B)	255
27	IMMULITE ANTI HBC IgM	45
28	IMMULITE ANTI HBS	342
29	IMMULITE HBC	20
30	ACTH	55
31	HER IgM	107
32	PROLACTIN	1343
33	LH	742
34	FSH	921
35	PTH	138
36	TESTO	848

Annexure B

RFI (Request for Information) Form

Question	Answer
Company name	
Company address	
Company web page	
Main products/services	
Main market/customers	
Structure of mother corporation, joint ventures,	
subsidiaries, partnerships or other relevant relations	
Number of years on the market	
Company location(s)	
Quality management system(s)	
Describe your business continuity management	
# of Employees	
Financial information	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact person and their contact details who will be responsible for answering this RFP	
Conditions that is listed in the RFP and can't be met	
Description of products or services that are already delivered to customers today, and could be comparable to what is requested in this RFI	
List down at least 03 International Reference customers using comparable products or services (including contact information)	
List down at least 03 International Reference customers using your products or services today, although they are not comparable with what is requested in this RFP (including contact information)	
List down at least 03 International Reference customers in Afghanistan using comparable products or services (including contact information)	
List down at least 03 Reference customers in Afghanistan using your products or services today, although they are not comparable with what is requested in this RFP (including contact information)	
Location addresses of Support Offices available all over Afghanistan.	
Availability of spare parts and support in Afghanistan	