

REQUEST FOR PROPOSAL (RFP-STRIDES 26-16)

Strengthening Laboratory Equipment Management System

Solicitation Title	Calibration and Maintenance of Equipment in Multiple Government Laboratory Facilities
RFP Release Date	October 25, 2026
Questions due date	October 27, 2026, 4 pm Bangladesh Standard Time (BST) to email Procurement.STRIDES.bd@fhi360.org Responses to questions and queries (if any) will be posted on the posting link by 4 PM, October 28, 2026
Submission deadline	November 02, 2026, 4 pm Bangladesh Standard Time (BST)
Submit Proposal to:	Procurement.STRIDES.bd@fhi360.org Please clearly note in the subject line: "RFP-STRIDES 26-16_Calibration and Maintenance of Equipment in Multiple Government Laboratory Facilities".
Anticipated Contract Start Date	November 10, 2026 (Performance period: Approximately eight (8) weeks from effective date)
Method of Submittal:	Respond via e-mail with attached document as instructed in section 8. Proposal Submission Requirements The Offeror agrees to hold the price in its offer firm for 90 days from the submission date specified for the receipt of offers, unless another time is specified in the addendum of the RFP.

I. Background

FHI 360 is a global nonprofit organization working in more than 70 countries to improve health, education, and economic outcomes. In Bangladesh, FHI 360 has over 45 years of experience supporting national systems and institutions.

Under the U.S. Government's Global Health Security agenda, FHI 360's Strengthening Infectious Disease Detection Systems (STRIDES) Activity supports the advancement of Bangladesh's laboratory systems, disease surveillance, and outbreak response.

Recent assessments conducted by STRIDES identified opportunities to strengthen equipment functionality, preventive maintenance, calibration, and lifecycle management across human and animal health laboratories. Targeted measures will improve the reliability and accuracy of laboratory services while enhancing the operational readiness of facilities supporting disease surveillance and outbreak response.

To address these needs, STRIDES seeks to engage a laboratory equipment service firm to provide comprehensive maintenance, and calibration in selected government laboratory facilities.

2. Objectives of the Assignment

2.1. General Objective

To support the Government of Bangladesh in strengthening national laboratory capacity by establishing a systematic approach to equipment calibration, preventive maintenance, and lifecycle management across selected human and animal health facilities.

2.2. Specific Objectives

- Evaluate the functionality, usage, maintenance history, and calibration needs of diagnostic equipment across selected human and animal health facilities.
- Service, maintain, and calibrate priority equipment to national/international standards, providing traceable calibration certificates and technical reports for all serviced units.
- Establish updated equipment inventories and prioritize facility specific improvement plans outlining required repairs, replacements, calibrations, and associated resource needs.
- Deliver actionable recommendations to establish systematic, institutional-level measures for preventive maintenance, calibration, biomedical engineering support, and lifecycle management.
- Identify and document equipment that cannot be serviced or calibrated, including the technical reasons, required corrective actions, and recommendations for further consideration by FHI 360 and the relevant Government authorities.

3. Scope of Work

The Offeror will perform routine preventive maintenance and traceable calibration in accordance with national and manufacturer standards, providing certificates and documenting technical specifications for any unserviceable equipment requiring major spare parts. In addition, the Offeror will identify diagnostic equipment functionality and evaluate institutional maintenance systems across designated facilities, identifying operational gaps, asset management practices, and biomedical engineering support needs. Findings and actionable recommendations will be synthesized into an Equipment Management Report and gap analysis matrix to guide future laboratory fundings, maintenance planning, and capacity-strengthening initiatives.

4. Target Institutions and Coverages

The assignment will cover selected human and animal health laboratories across Bangladesh, encompassing national, regional, and sentinel facilities.

The laboratories included:

- Field Disease Investigation Laboratory (FDIL), Manikganj,
- FDIL, Feni,
- FDIL, Sirajganj,
- FDIL, Gaibandha,
- FDIL, Sylhet,
- FDIL, Barishal,
- FDIL, Chattogram,
- Institute of Epidemiology, Disease Control and Research (IEDCR), Dhaka
- Institute of Public Health (IPH), Dhaka
- Infectious Disease Hospital (IDH), Dhaka
- National Institute of Laboratory, Medicine & Referral Center (NILMRC), Dhaka,
- Kurmitola Multicare Specialized Hospital (KMSH), Dhaka,
- Dhaka Medical College Hospital (DMCH), Dhaka,
- Chattogram Medical College Hospital, Chattogram,
- Bangladesh Institute of Tropical and Infectious Diseases (BITID),
- Rajshahi Medical College Hospital, Rajshahi,
- Rangpur Medical College Hospital, Rangpur,
- Cumilla Medical College Hospital, Cumilla,
- Sylhet MAG Osmani Medical College Hospital, Sylhet,
- Shaheed Ziaur Rahman Medical College Hospital, Bogura

The total number of facilities is twenty (20), however, the final selection and total count may be adjusted slightly and will be confirmed during the inception meeting with the selected Offeror.

An indicative list of existing equipment across the selected facilities is attached as **Attachment A** to provide a baseline reference. While this list encompasses the majority of diagnostic and laboratory equipment currently known across these sites, it is non-exhaustive. Additional unrecorded or newly installed equipment may be identified during Phase I

on-site assessments, and the selected Offeror will be expected to capture and evaluate all relevant equipment found on-site.

5. Deliverables

The selected Offeror will be expected to deliver the following outputs:

Deliverable	Description	Timeline
Calibration and Maintenance Report	Visit target facilities to perform required maintenance, calibration, and necessary installations (coordinated with STRIDES and facility leads) of the existing equipment. The team will also identify spare parts for broken equipment and obsolete ones that need to be disposed of. The team will provide calibration stickers and certificates; and gather all information related to the equipment management system. The accompanying report should document all completed services, unresolved technical issues, and required spare parts.	Within six (6) (4) weeks following assignment commencement
Facility-specific Equipment Inventory and Action Plan	Provide detailed equipment inventory logs for each facility alongside an actionable plan designed to improve site-level equipment tracking, routine upkeep, and lifecycle management.	Within one (1) week of completion of the calibration and maintenance activities.
Institution-specific Strategic Recommendation Report	Submit a comprehensive report presenting systematic, policy-level recommendations to strengthen institutional equipment management frameworks and long-term reliability.	Within one (1) week of submitting the facility-specific action plan.

6. Period of Performance

The period of performance shall be approximately eight (8) weeks from the effective date of the contract. The calibration and maintenance services including identifying and gathering all equipment management related information is expected to conclude within six (6) weeks, followed by facility-specific action plan report and institution-specific report be completed within two (2) weeks of field visit.

The selected Offeror will be responsible for all travel, accommodation, transportation of personnel and equipment, field coordination, and logistical arrangements necessary to complete the assignment in accordance with the approved work plan.

7. Eligibility Criteria

The selected offeror must meet the following minimum eligibility requirements:

a. Legal Registration

- Be a legally registered organization authorized to operate in Bangladesh (e.g., consulting firm, research institution, academic institution, or other legally constituted entity).
- **Ineligible Offeror:**
 - Government ministries, departments, agencies, and statutory bodies of the Government of Bangladesh.
 - Public International Organizations (PIOs), government-affiliated entities, or multilateral organizations not eligible to receive U.S. Government funding.
 - Organizations suspended, debarred, or otherwise ineligible to receive U.S. Government awards.

b. Technical Experience

The assignment requires Offerors with substantial experience in biomedical engineering and laboratory equipment management within Bangladesh. The Offeror must demonstrate at least **three (03) years of experience** in laboratory equipment assessment, maintenance, calibration, and certification services. Both the Offeror and its assigned biomedical engineers must hold valid, applicable certifications for equipment calibration. Accreditation by the Bangladesh Accreditation Board (BAB) is preferred, though certifications from other recognized accrediting bodies are acceptable.

c. Compliance

Demonstrated ability to comply with FHI 360 and U.S. Government requirements related to financial management, procurement, safeguarding, monitoring and reporting, data protection, and audit compliance.

d. Past Performance

Proven experience completing assignments of similar scope and complexity, preferably under U.S. Government or other international donor-funded public health or Global Health Security programs. Offerors should provide at least three (3) relevant references completed within the past three years.

8. Proposal Submission Requirements

All Offerors wishing to participate in this procurement process must submit a complete proposal not exceeding 6 pages. The information provided will be used to assess your organization's technical and management capacity, experience, and suitability for selection. Interested Offerors must submit the following documents:

a. Offeror Profile (not to exceed 2 pages; not included in the 6-page restriction) The Offeror shall provide an organizational profile that includes the following information:

1. A brief description of the organization, including its legal status, core business, years of operation, and areas of technical expertise.
2. Evidence of at least three (3) years of operational experience in Bangladesh providing biomedical engineering, laboratory equipment maintenance, calibration, or related technical services.
3. Details of applicable quality management certifications, including relevant ISO certifications, where available.
4. A summary of the Offeror's experience providing services to government laboratories, public health facilities, universities, veterinary laboratories, research institutions, or other relevant organizations.
5. A list of at least three (3) similar assignments successfully completed within the last three (3) years, including the client's name, scope of work, contract value, project period, and client references.
6. An inventory or description of the calibration instruments, testing equipment, and specialized tools available for laboratory equipment assessment, calibration, certification, and maintenance, including evidence that such equipment is appropriately maintained and calibrated where applicable.

b. Technical Proposal

The technical proposal shall not exceed 6 pages, excluding annexes (e.g., resumes, organizational charts, past performance references, and other supporting documents). The proposal shall be submitted in English, using **Calibri 12-point font with 1-inch margins on all sides**. Technical proposals shall be submitted in both PDF and Microsoft Word formats and clearly reference the solicitation number.

- An understanding of the assignment and the proposed technical approach to achieving the objectives of this RFP.
- Proposed methodology and execution approach for delivering the Scope of Work including preventive maintenance, calibration, certification (where applicable) for each major equipment category.
- A proposed detailed work plan, including key activities, milestones, deliverables, and a project schedule timeline covering the approximately eight (8) weeks two (2) months period of performance.
- A description of the proposed coordination approach with FHI 360 STRIDES, the Government of Bangladesh, and other relevant participating agencies.
- A staffing plan identifying key personnel, their qualifications, roles, responsibilities, and proposed Level of Effort (LOE).
- Gantt Chart with time frame of the proposed activity
- An organizational capacity statement highlighting relevant experience executing similar assignments.
- A risk management and mitigation plan identifying key operational risks and proposed mitigation measures.
- Quality assurance and quality control approach, including compliance with applicable national and international standards.
- A monitoring, evaluation, and quality assurance approach describing how work progress, deliverables, and performance will be monitored and reported.

c. Key Personnel

The Offeror shall propose a project team with the qualifications and experience necessary to successfully complete the assignment as stated here. For each proposed individual, the Offeror shall provide the position/title, roles and responsibilities, relevant qualifications and experience, and a curriculum vitae (CV).

i) Lead Biomedical Engineer / Team Lead (Mandatory)

Qualifications

- Bachelor's degree in biomedical engineering, Electrical Engineering, Electronics Engineering, Medical Physics, or related discipline.
- Master's degree in a relevant field will be considered an advantage.
- Must hold applicable certifications for equipment calibration.
- Accreditation by Bangladesh Accreditation Board (BAB) is preferred, though certifications from other recognized accrediting bodies are acceptable.

Experience

- Minimum **3 years of professional experience** in biomedical engineering, laboratory equipment assessment, maintenance, calibration, and certification.
- Demonstrated experience working with:
 - Public health laboratories
 - Veterinary laboratories
 - Diagnostic laboratories
 - Research institutions
 - Government health facilities
- Experience conducting multi-site assessments of laboratory equipment and infrastructure in Bangladesh.
- Experience with calibration and maintenance of laboratory and diagnostic equipment.
- Experience in preparing technical reports, maintenance plans, and equipment inventories.

Technical Competencies

- Strong understanding of:
 - Biosafety Cabinets (BSCs)
 - PCR and Real-Time PCR systems
 - Gel electrophoresis system
 - Autoclaves
 - Incubators
 - Centrifuges
 - Microplate readers and washers
 - Microscopes
 - Refrigeration and cold-chain systems
 - pH meter
 - Laboratory balances
 - Pipettes and calibration procedures
 - Laboratory quality and biosafety requirements
- Ability to identify equipment maintenance, replacement, and calibration needs.
- Familiarity with preventive maintenance systems and asset management practices.

ii) Biomedical Engineering Support Personnel (As Required)

Qualifications

- Diploma or bachelor's degree in biomedical engineering, Electronics, Electrical Engineering, or related discipline.
- Must hold applicable certifications for equipment calibration.
- Accreditation by Bangladesh Accreditation Board (BAB) is preferred, though certifications from other recognized accrediting bodies are acceptable.

Experience

- Minimum **1 year of relevant experience** supporting equipment assessment, maintenance, installation, or calibration activities.
- d. **Relevant Project References (not to exceed 1 page; not included in the 6-page restriction)** – A list of recent projects (within the past three years) of similar scope and complexity. Please include a brief description of each project, the contract amount, and contact details (email and phone) for a reference person.
- e. **Evidence of Past Performance (not to exceed 3 pages; not included in the 6-page restriction)** – Documentation demonstrating at least three years of relevant experience delivering similar technical services.
- f. **Legal Registration** – Proof of legal registration in Bangladesh.
- g. **Contact Information** – Full name, physical address, email, and telephone contact for the organization.
- h. **Other Supporting Documents (not to exceed 2 pages; not included in the 6-page restriction)** – Any additional documents that demonstrate your organization's qualifications and capacity to deliver the scope of work (e.g., certifications, endorsements as relevant).
- i. **Cost Proposal**

Interested Offerors are requested to submit a detailed financial proposal in Bangladeshi Taka (BDT).

For field visits, the Offeror shall provide a breakdown of all associated costs, including personnel, transportation, accommodation, per diem, logistics, and administrative expenses, based on the geographic coverage and field deployment requirements specified in this RFP.

For calibration and preventive maintenance services, the Offeror shall submit a detailed rate schedule by equipment category. Categories may include biosafety cabinets, autoclaves, PCR and real-time PCR machines, refrigerators, freezers, incubators, centrifuges, laboratory balances, pipettes, temperature monitoring devices, cold-chain equipment, and other laboratory instruments. Rates shall include applicable calibration, routine preventive maintenance, certification, reporting, and related service costs required under the Scope of Work.

Offerors shall base their cost proposals on the indicative equipment list provided in Attachment A and provide unit rates for the listed equipment categories, including relevant equipment variations where applicable.

The scope of services is limited to equipment routine preventive maintenance, calibration, documentation, and technical recommendations, as specified in this RFP. Major repairs, procurement or replacement of equipment or spare parts, and physical disposal of equipment are excluded. The Offeror shall identify and document equipment requiring such interventions and provide technical justification and recommendations. Any estimated costs for major repairs, spare parts, replacement, or disposal shall be presented separately for information purposes only and shall not be included as services to be performed under this assignment.

The rate schedules submitted by the Offeror will be used for cost estimation, comparison, and evaluation. The Purchase Order will be awarded on a fixed-price basis, and the selected Offeror shall complete the agreed Scope of Work and all required deliverables for the approved total fixed price. The submitted unit rates will support price evaluation and will not, by themselves, constitute the basis for payment unless otherwise specified in the Purchase Order. Any changes to the agreed facilities, equipment quantities, or scope of services shall require prior written approval from FHI 360 and, where applicable, a formal modification to the Purchase Order before additional work is undertaken.

Personnel

Provide the proposed key personnel, daily rates, estimated level of effort, and total personnel costs.

VAT shall be identified separately, where applicable.

Budget Narrative

Provide a brief narrative explaining the basis of the proposed costs, key assumptions, and any significant cost drivers.

9. Contract Type and Payment Terms

FHI 360 anticipates issuing a Purchase Order under this solicitation. The selected Offeror shall be responsible for completing all activities described in the Scope of Work and delivering all required outputs within the period of

performance for the agreed total fixed price. The cost and rate schedules submitted with the proposal will be used for cost build-up, evaluation, and price reasonableness assessment.

Payments will be made upon FHI 360's review and written acceptance of the agreed deliverables, in accordance with the terms and conditions of the Purchase Order. The payment schedule, including the associated payment milestones and percentages, will be incorporated into the Purchase Order.

Payment Schedule

Milestone	Associated Deliverables	Payment (%)
Milestone 1	Submission of Calibration and Maintenance Report	60%
Milestone 2	Submission of Facility-specific Equipment Inventory and Action Plan	20%
Milestone 3	Submission Institution-specific Strategic Recommendation Report	20%

Payments for all three milestones shall be made only upon FHI 360's written review and acceptance of the respective deliverables.

Offerors shall submit a comprehensive technical and cost proposal addressing the full Scope of Work and all required deliverables. The proposed work plan shall clearly link activities, milestones, deliverables, project timelines, and staffing, and demonstrate how the Offeror will coordinate with STRIDES and relevant Government of Bangladesh counterparts throughout the assignment.

10. Instructions for Submission

Proposals must be submitted electronically in PDF, Word and Excel, as directed above, to the designated email address: Procurement.STRIDES.bd@fhi360.org

The subject line of the submission email should read: "RFP-STRIDES 26-16, Calibration and Maintenance of Equipment in Multiple Government Laboratory Facilities".

All submissions must be received no later than November 02, 2026, 4 PM Bangladesh Standard Time (BST).

Late submissions may be considered at the discretion of FHI 360.

j. Questions

Any questions regarding this RFP must be submitted in writing to Procurement.STRIDES.bd@fhi360.org no later than October 27, 2026, 4 pm Bangladesh Standard Time (BST). Email questions must have the following in the heading: "RFP-STRIDES 26-16, Calibration and Maintenance of Equipment in Multiple Government Laboratory Facilities". Responses to questions will be shared with all prospective Offerors by 4 PM, October 28, 2026. Verbal or telephone inquiries will not be accepted.

11. Evaluation Criteria

Applications will be evaluated based on the following criteria:

Evaluation Criteria	Description	Weight
1. Understanding of the Assignment	Demonstrated understanding of the objectives, scope of work, laboratory environment, equipment maintenance challenges, and expected deliverables.	10
2. Technical Approach and Methodology	Soundness and practicality of the proposed methodology for equipment assessment, calibration, preventive maintenance, quality assurance, data collection, reporting, and execution.	25
3. Organizational Experience and Capacity	Relevant organizational experience in biomedical engineering, laboratory equipment assessment, calibration, preventive maintenance, and successful delivery of similar assignments, particularly with government laboratories or donor-funded projects.	15

4. Key Personnel and Staffing Plan	Qualifications, relevant experience, team composition, level of effort, deployment strategy, and ability to mobilize adequate assessment teams within the required timeframe.	15
5. Work Plan and Delivery Schedule	Realistic work plan, operational schedule, field deployment approach, milestone planning, and coordination arrangements.	5
6. Risk Management and Quality Assurance	Identification of operational risks and appropriate mitigation measures, including quality control and internal review processes.	5
7. Monitoring, Reporting, and Deliverable Management	Approach for monitoring progress, reporting, document quality, deliverable management, and coordination with STRIDES and Government counterparts.	10
Technical Score	Maximum Technical Points	85
Cost Proposal	Reasonableness, completeness, realism, and cost effectiveness of the proposed financial proposal.	15
Total Score		100

Only proposals achieving a minimum technical score of 60 out of 85 points will proceed to the financial evaluation stage. Financial proposals of offerors that do not meet the minimum technical qualifying score will not be considered.

12. General Conditions

- The proposal shall be prepared in accordance with the instructions contained in this RFP and signed by an individual duly authorized to legally bind the Offeror.
- Proposals received after the submission deadline specified in this solicitation may be rejected and considered non-responsive.
- FHI 360 will not reimburse any costs incurred by Offerors in the preparation, submission, or negotiation of proposals.
- Issuance of this RFP does not constitute an award commitment by FHI 360, nor does it obligate FHI 360 to award or pay any costs incurred in the preparation or submission of proposals. Any award resulting from this solicitation shall be subject to the successful negotiation and execution of a purchase order between FHI 360 and the selected Offeror.
- FHI 360 reserves the right to amend, suspend, cancel, or withdraw this solicitation at any time without prior notice and without liability to Offerors.
- FHI 360 reserves the right to accept or reject any or all proposals, waive minor informalities or irregularities, request clarifications or additional information from Offerors, negotiate with one or more Offerors, make no award, or award all or part of the scope of work if determined to be in the best interest of FHI 360 and the project.
- Offerors shall disclose any actual, potential, or perceived conflict of interest that could affect the impartial performance of the proposed assignment. FHI 360 reserves the right to determine whether such conflicts are acceptable or require mitigation.
- Offerors shall maintain the confidentiality of all information, documents, data, and materials received from or generated on behalf of FHI 360 or the Government of Bangladesh during the proposal process and throughout contract performance. Such information shall not be disclosed to any third party without the prior written consent of FHI 360.
- All reports, assessments, training materials, Standard Operating Procedures (SOPs), manuals, datasets, presentations, software, photographs, and other deliverables produced under the resulting purchase order

shall become the property of FHI 360 unless otherwise specified in the purchase order. The selected Offeror shall not reproduce, publish, or distribute such materials without prior written approval from FHI 360.

- The selected Offeror shall comply with all applicable FHI 360 policies and procedures, including requirements related to safeguarding, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH), child safeguarding (where applicable), workplace conduct, data protection, and ethical business practices.
- FHI 360 maintains a zero-tolerance policy for fraud, corruption, bribery, collusion, coercion, kickbacks, conflicts of interest, and other prohibited practices. Any Offeror found to have engaged in such practices may be disqualified from this procurement process, declared ineligible for future opportunities, and subject to any other remedies available under applicable laws and contractual requirements.
- The selected Offeror shall comply with all applicable FHI 360 policies and the terms and conditions of the U.S. Government-funded award supporting this activity, including applicable procurement, financial management, audit, record retention, and reporting requirements.
- FHI 360 reserves the right to verify any information submitted by Offerors, including organizational capacity, financial capability, references, and past performance, and may reject proposals containing false, misleading, or incomplete information.
- Any purchase order awarded under this solicitation is contingent upon the availability of funding and receipt of all required internal and donor approvals.

ATTACHMENT A

Equipment Name
Microscope
Autoclave
Incubator
CO2 Incubator
Vortex Mixture
Mini Centrifuge Machine
Microcentrifuge Machine
Refrigerator (2-8C)
Refrigerator (-20C)
Ultra-freezer (-86C)
Electric Balance
Thermal Cycler
Gel Electrophoresis System
Real-time PCR
ELISA Microplate Washer
ELISA Microplate Reader
Somatic Cell Counter
Dryer/Drying oven
Ice Maker
De-ionized Water Plant
Distilled water plant
Magnetic stirrer
Milk analyzer
pH Meter
Micro Pipette (Single-channel)
Micro Pipette (Multi-channel)
Water bath
Mini Hotplate
Biosafety Cabinet
Blood culture system with thermometer
Mass spectrometry system
Near-infrared (NIR) equipment
Sterilizer
Automated nucleic acid extraction system
Laminar flow cabinet
DNA Sequencer

** Some equipment requires maintenance rather than calibration.

** Same equipment can be of different models.