



# REQUEST FOR PROPOSALS (RFP) FOR PREVENTIVE AND CORRECTIVE MAINTENANCE FOR EQUIPMENT IN PUBLIC HOSPITALS, GUATEMALA

## Summary of Deadlines

Release of request for quotation	<b>December 12, 2022</b>
Proposals due/last date of submission of quotation	<b>January 2, 2023</b>

The Clinton Health Access Initiative (CHAI) invites interested and capable organizations to submit quotations to conduct the preventive and corrective maintenance services and plans for four hospitals in Guatemala.

Please send your submission in soft copy to José Cordova Mendoza, COVID-19 Associate, Central America, at [mcordova@clintonhealthaccess.org](mailto:mcordova@clintonhealthaccess.org); **by 17:00 (UTC-6) on Friday, January 2, 2023.**

Questions related to this RFQ should be submitted to Manuel Cordova at the e-mail mentioned above.



## **BACKGROUND**

### **A. CLINTON HEALTH ACCESS INITIATIVE (CHAI)**

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to saving lives and reducing the burden of disease in low-and middle-income countries, while strengthening the capabilities of governments and the private sector in those countries to create and sustain high-quality health systems that can succeed without our assistance. For more information, please visit: [www.clintonhealthaccess.org](http://www.clintonhealthaccess.org)

### **B. THE PROGRAM: OXYGEN TECHNICAL ASSISTANCE (TA)**

The first case of SARS-CoV-2 was reported in Latin America on February 26 2020, when Brazil confirmed the presence of the virus in Sao Paulo, and since then, 46M+ cases have been registered in the region. According to World Health Organization statistics, in 2020, Latin America and the Caribbean was the region with the highest number of confirmed cases globally, representing one quarter of total cases worldwide.

Latin America continues to carry one of the highest burdens of COVID-19 in the world and its health systems have been among the hardest hit by the pandemic. Despite initial progress in mounting an emergency response, many countries in the region continue to experience difficulties providing quality and timely care to patients. Documented gaps have included limited testing capacity, difficulty connecting the patient's care pathway with a single information system, limited capacity for implementing an oxygen therapy, stock outs of drugs, saturation of ICUs, and delays in implementing a vaccination strategy or limited access to vaccines.

Since July 2021, CHAI started supporting Ecuador and Guatemala with a new program focused on strengthening the oxygen technical capacity of these two countries. Under the new Oxygen TA Program, funded by UNITAID, CHAI is working with the Ministries of Health on prioritizing five to six hospitals, in different departments of the countries mentioned, where COVID-19 cases are higher, as are the gaps for providing adequate therapy to patients. Program interventions will include: a) hospital infrastructure improvement, b) training on clinical aspects of oxygen therapy and also on forecasting of O2 and related commodities, **c) developing preventive and corrective maintenance programs for each of the prioritized hospitals**, d) procurement of health supplies, among others.

## SCOPE OF WORK

This request for quotation (RFQ) is to solicit competitive bids to develop a corrective and preventive maintenance program for the ventilators included in the scope.

### A. SERVICE INFORMATION

#### Product 1: Corrective maintenance through the Factory renewal agreement.

Through corrective maintenance, the provider should leave the equipment in optimal operating conditions by decommissioning and disposing the modules that are found to have failures and require high-cost interventions, replacing them with new modules coming directly from the manufacturer.

This service includes a 2-year warranty on the equipment and quarterly maintenance during the warranty period.

○ **Deliverables:**

- Equipment order confirmation or confirmation letter from the manufacturer that the equipment has been ordered.
- All ventilators fully operational.
- Equipment specification sheets.
- User and service manuals for updated model
- Verification record of activities carried out (graphic records such as photos, videos or signed minutes).
- Equipment included in this product:

No.	LOCATION.	Equipment type	BRAND	MODEL.	SERIE.
1	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BKT05667
2	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BJT01955
3	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BJT02272
4	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BKT05696
5	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BJT01526

No.	LOCATION.	Equipment type	BRAND	MODEL.	SERIE.
6	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BAT01093
7	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BKT05626
8	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BJT02300
9	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BAT01032
10	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BJT02211
11	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BHT01923
12	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BKT05716
13	Western Regional Hospital, Quetzaltenango	Ventilator/respirator	Vyaire	VELA	BGT03171
14	Totonicapán Departmental Hospital	Ventilator/respirator	Vyaire	VELA	BJT01860
15	Totonicapán Departmental Hospital	Ventilator/respirator	Vyaire	VELA	BJT02365
16	Totonicapán Departmental Hospital	Ventilator/respirator	Vyaire	VELA	BFT01529
17	Totonicapán Departmental Hospital	Ventilator/respirator	Vyaire	VELA	BHT02059
18	Totonicapán Departmental Hospital	Ventilator/respirator	Vyaire	VELA	BHT01614

### Product 2: Preventive maintenance service

The supplier will carry out preventive maintenance on the equipment following the execution protocols recommended by the manufacturer. Preventive maintenance tasks include actions such as changing worn parts, as appropriate.

This service must include:

Spare parts list that includes part numbers, general descriptions, brand/model details, and recommended quantities over service period

- **Deliverables:**
  - Schedule of maintenance activities in accordance with manufacturer-specific guidance
  - Spare parts list should include part numbers, general descriptions, brand/model details, and recommended quantities over service period
  - Verification record of activities carried out (graphic records such as photos, videos or signed minutes).

Hospital	Equipment	Brand / Line	Type	Qty.
Pedro de Bethancourt Hospital, Sac.	Ventilator	SIPAP	Preventive Maintenance with spare parts	2
Cobán Regional Hospital	Ventilator	Vyaire Bella Vista		10
Cobán Regional Hospital	Ventilator	LTV		5

### Product 3: Preventive Maintenance Plan for Ventilators

The supplier should advise, accompany and assist the hospitals for the review, design and correct execution of the maintenance plans for the equipment included in this agreement.

The supplier will deliver a preventive maintenance plan that will include at least the actions that must be requested when contracting the preventive maintenance service, the appropriate times to carry out the maintenance, the maintenance actions that the user can carry out, common faults and how to solve them, among other actions.

- **Deliverables:**
  - Preventive maintenance (PM) plan for ventilators
  - Asset Inventory
    - Each asset entry should include:
      - Make, model, and serial number
      - Specifications/capabilities
      - Unit/serial number

- Hospital Inventory number
- Category
- Location
- Actions required by the manufacturer, Manufacturer recommendations, included in operation and maintenance manuals.
- Periodicity/frequency
- Maintenance history
- Preventive maintenance activities to meet compliance and regulatory requirements

**Product 4: Training on the correct use, applications and maintenance of ventilators**

The supplier must prepare curriculum topics, content, and schedule as deliverable.

- **Deliverables:**
  - Curriculum topics, content, and schedule as deliverable

**APPLYING FOR THE PROJECT**

Based on the national COVID-19 response, through the Oxygen Technical Assistance Program, CHAI has assessed priority facilities and determined where new equipment and services could be placed. Assessments have included an evaluation of the current infrastructure, types of care offered, and staff capacity. Considerations for oxygen availability have been incorporated into this stage such as network design and optimization for oxygen delivery.

In order to apply for this RFQ, applicants should provide (1) Technical visit form signed by the Hospitals Western, Pedro de Bethancourt and Cobán (2) a completed application form (Sections 1 and 2); (3) a completed budget template (collectively “Materials”); and (4) technical and quality documentation outlined in the Scope of Work.

Proposed budgets should not exceed **USD 180,000** and proposed deliverable timelines should take no longer than **6 months** to implement, full installation to be completed, and commissioning, received to the full satisfaction of the staff of CHAI and the Hospital.

Quotations will remain valid for 30 days from the closing date of this RFQ, despite anything to the contrary on the Quotation.

Completed applications will be reviewed and agreed upon among CHAI and the winning bid will be communicated no later than January 16, 2022. Contract signing will take no longer than 10 working days.

After the communication of the winning bid, the Purchase Order will be made and the contract signed with the supplier, which can be carried out up to 21 days.

**SECTION 1: BIDDER INFORMATION**

- 1. Name of the bidder organization/provider:
- 2. Contact information (please include contact name, address, telephone number, and email):
- 3. Total budget requested:
- 4. Commercial references:

- 5. Please provide a brief description of the company/organization.

- 6. Provide information of experiences related to the area of work.

**SECTION 2: PROJECT INFORMATION**

- 7. Project and Deliverables Description

- 8. Main Activities with Deliverables Due Dates and Timeline (Please ensure the activities shown here match the activities shown in the budget template):

Activity(ies)/Deliverables	Description	Estimated Date of Completion
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**9. How will this project contribute to or further for the optimization for oxygen delivery to the patients in the country?**

**10. How will you accomplish the project within the timeframe indicated? If the project is time-sensitive (e.g. funding needs to be in place by XX date in order to achieve the proposed results) please indicate that here.**

**SECTION 3: ELIGIBILITY AND QUALIFICATION OF OFFERS**

**A. TENDER EVALUATION AND SELECTION CRITERIA**

The selection of the winning bid will be carried out in accordance with the criteria described below:

- Specifications
- Quality requirements (including regulatory and standards and proof thereof)
- After sales service support at site(s) including costs of spare parts, service, and maintenance – where applicable
- Execution time
- Technical support, based on the staff certifications



- Price

**Documentation requested:**

- For equipment:
  - ISO 13485:2016 certificate
  - ISO 9001:2015 certificate
  - SRA (FDA; CE; similar)
  - Distribution authorization letter
  - Technical specifications
- For personne
  - Training certificates to perform maintenance

**EVALUATION CRITERIA**

For this, the offers will be evaluated and weighted according to the following criteria:

<b>Criteria</b>	<b>Points</b>
Execution time	10 points
Technical support	40 points
Price	50 points
<b>Total</b>	<b>100 points</b>

**EXECUTION TIME**

The offer that presents the lowest execution time in labor days for the preventive maintenance execution and equipment delivery, will automatically obtain ten (10) points; the other offers will have a qualification inversely proportional to the first, according to the value of their offer. For which the following formula must be taken:

$$\frac{\text{Lower Delivery time offered} \times 10}{\text{N Value}}$$

N Value = Delivery time of offers to qualify (in labor days).

**TECHNICAL SUPPORT:**

Documents that certify the technical competencies of the personnel who will execute the installation, binder certifications, including resume, photocopies of diplomas, certificates and / or certifications that support the competence in this type of service, in the last 10 years to date of the presentation of the offers.

For the qualification, the BOARD will assign forty (40) points according to the documents that support the competence of the technicians presented by the BIDDER, according to the following:

Personnel:

Number of personnel (Supported by CV and certificates)	Points
1-5	10
5 or more	20

**Availability to provide on or offsite support post-installation: 20 points**

The bidder who supports the ability to provide availability to provide post-installation support on or off site will get 20 points.

**PRICE:**

The offer that presents the lowest price, will automatically obtain fifty (50) points; the other offers will have a qualification inversely proportional to the first, according to the value of their offer. For which the following formula must be taken:

$$\frac{\text{Lowest price offered} \times 10}{\text{N Value}}$$

N Value = Offers price to qualify.

**OTHER INFORMATION**

Failure to furnish all information required by the RFP or submission of a bid not responsive to the RFP in every respect will be at the bidder’s risk and may result in rejection or disqualification of the bid.

CHAI shall have the right to seek any additional information or document from the bidder in the manner it deems fit in its sole and absolute discretion.

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and CHAI shall be written in Spanish language only. However, in case bidder chooses to enclose certain supporting document(s) in any language other than Spanish, then bidder shall also enclose certified / authentic translated copies of the same in English language. Any document which is not translated into Spanish will not be considered and the bid shall be considered incomplete and therefore, liable for disqualification.

All prices quoted in the bid shall be quoted in United State Dollars (USD).

CHAI will examine the bids to determine whether these are complete, whether these meet all the conditions of the RFP and whether the documents have been properly signed and the bids are generally in order. If there is a discrepancy between words and figures, the amount in figures may be used as the prevailing amount.

### **Disclaimer**

Distribution of this document does not mean there is any commitment on the part of CHAI to award a contract or fund an applicant.

CHAI will not reimburse or otherwise bear any costs associated with this RFP regardless of whether an organization is selected to undertake the supply.

Please note that no fee is required in submission of these applications.

CHAI makes no representation or warranty and shall incur no liability whatsoever under any law as to the accuracy, reliability or completeness of the information contained in the RFP.

### **Confidentiality**

Information which the Responder considers to be proprietary should be clearly marked as such. All such information will be treated as confidential and used by the CHAI team for assessment purposes only.