



**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONSWITH MULTIPLE DISABILITIES**

(Department of Empowerment of Persons with Disabilities (Divyangjan),

Ministry of Social Justice and Empowerment, Govt. of India)

ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamilnadu.

Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046, Toll Free No:18004250345

Website: [www.niepmd.tn.nic.in](http://www.niepmd.tn.nic.in) E-mail: [niepmd@gmail.com](mailto:niepmd@gmail.com)



**Re 'e' TENDER NOTICE OF HEARING AID**

(Valid for NIEPMD Extension Centres & Composite Regional Centres CRCs also)

Tenders (in two bid system Techno Commercial Bid) are invited through e - procurement mode for procurement of Hearing Aids for the persons with hearing disability to be distributed under revised ADIP scheme 2017 and subsequent guidelines issued by Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and empowerment, Government of India, New Delhi. Tender is uploaded on e - procurement portal i.e. eprocure.gov.in.

**NIEPMD/Pur 4 (17)/2022-23**

Last date for e-bidding	-03.00 PM. On 05 <sup>th</sup> Apr 2023
Tender Fee	-NIL
EMD Amount	- Rs.5,00,000/--
Pre-Bid Meeting (Mandatory)	-11.00AM on 24 <sup>th</sup> Mar 2023
Date & Time of Opening of Tender	-04.00 PM. 06 <sup>th</sup> Apr 2023

Tele: 044-27472046/27472113 Telefax: 044-27472389 Email:niepmd@gmail.com

Sd/--  
**DR (Admin) Offg.**

Sd/-  
**DIRECTOR**



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**Re 'e' - TENDER NOTICE**

Digital Programmable BTE HEARING AIDs for award of Contract for one year and may be expandable for 02 more years on yearly performance basis with accessories (36 disposable batteries, carrying box, dehumidifier (One packet silica gel) and 3 set of ear tips of different sizes, one huggy and Instruction manual in Hindi and English).

Tenders are invited in two bid system (Technical Bid and Financial Bid) through e-procurement mode from reputed manufacturers/suppliers with proven track record for procurement of Digital Programmable Behind the Ear (BTE) hearing aids under ADIP scheme of the Government. of India, Ministry of Social Justice and Empowerment, Department of Empowerment Persons with Disabilities (Divyangjan).

General Guidelines for fitment and procurement of the Hearing Aids issued vide Government of India, Ministry of Social Justice and Empowerment, Department of Empowerment Persons with Disabilities OM no. 4-2(8)/2014/DD-I dated 20th October, 2014 will form the basis of the Tender Notice. (For any clarification please contact Stores Section, NIEPMD (D), Contact No. 044-27472113 Extn: 413 (ASPO).

Sd/--  
**DR (Admin) Offg.**

Sd/-  
**DIRECTOR**

## TECHNICAL BID

**1. Name and address of the bidder:**

a) Full postal address of administrative office with telephone/fax and email:

b) Full postal address of factory/sales office with telephone/fax and email:

**2. Monthly Supply Capacity of goods quoted for:**

a) Average Per Month

b) Maximum Per Month

3. Total annual turnover (value in crores last 03 Financial years) (Attested copy of Balance Sheet/Audited Statement/IT Returns, etc., to be attached as proof).

4. Past Supply details for previous 3 years (major orders only)

Name of the Party	Qty. supplied	Year

5. Any of the consignment has been recalled in last 3 years (Give Details):

6. Technical details relating to Digital BTE programmable Hearing Aids.

a) Digital programmable Behind the Ear (BTE) Hearing Aids.

**BIS Specification No. IS 16127: 2013**

Sr. No.	Parameters	Values
1.	Maximum OSPL 90	105-135 dB SPL
2.	HF average OSPL 90	100-135 dB SPL
3.	HF Avg. Full on Gain (at 50/60 dB input)	40 dB Min.
4.	No. of Channels (Optional)/bands	3 bands 12 channels
5.	Frequency range	105-115 dB: 200-4500 Hz 115-135 dB: 200-4000 Hz
6	Total Harmonic Distortion	Shall not exceed 7 per cent (%) at 500 Hz, 800 Hz and 1600 Hz at RTG Position.
7.	Battery Current	≤10 mA
8.	Equivalent I/P noise levels	Shall not exceed 30 dB SPL
9.	Tele coil (at 10 mA/M)	75 dB min.
10.	Programms /Memories	At least Four (04)

BIS standards available should be specified along with copy of certification.

b) Warranty : 2 years

- c) Accessories
- i) 36 disposable batteries, (Buttoon Cells)
  - ii) Carrying box
  - iii) 3 set of ear tips of different sizes,
  - iv) One pair of huggles
  - v) Operational manual in Hindi and English
  - vi) One packet of Silica gel (dehumidifier)

**Signature and Seal of the Bidder**

## **Special Terms and Conditions of Tender**

Tenderers should agree to the following special Terms and Conditions and reflect the same on their letter head wherever necessary

- a) Should attach BIS certification for their products wherever applicable.
- b) Should have facilities for repair of hearing aids. An undertaking to the effect be furnished by the tenderer.
- c) Should agree to allow usual inspection and check for operation up to 1% of the order or 1 piece, whichever is more by the consignee before acceptance and payment.
- d) Should furnish an undertaking of granting 24 months warranty against manufacturing defects.
- e) Should furnish an undertaking to replace the hearing aids during warranty period if they are beyond repair.
- f) Should indicate facilities available for repairs of hearing aids including giving free service units to customers during the period of repair under the warranty period.
- g) Should supply a software compatible with the programmable digital BTE hearing aids along with programming cables and necessary training to the audiologists.
- h) Should give an undertaking that, if successful, a Bank Guarantee towards performance security to the tune of 5% of the value of the purchase order will be furnished until the supply is completed as per purchase order satisfactorily.
- i) Should give a certificate that 100% payment will be accepted only on actual delivery of the hearing aids as per terms and conditions of Tender.
- J) Should dispatch the ordered hearing aids to the consumer within 15 days of receipt of the order. An undertaking be furnished stating that adequate stock of hearing aids would be maintained so as to execute the order.
- K) Should submit the willingness to accept the Fall Clause/ i.e. if the price of the product quoted reduces during the period of the contract, the firm will pass on the benefit to the consumer from the date of such reduction.
- l) Should furnish an undertaking to supply at least 5% of the order placed as "loaning hearing aids" to order placing agency for repairs at tenderer's cost.
- m) Should give an undertaking to supply the hearing aids with all essential accessories
- n) Should agree to put an indelible stamp on the product, marked "ISSUED UNDER ADIP SCHEME OF MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT, GOVT. OF INDIA, NOT FOR SALE".
- o) Hearing aid along with accessories, 36 batteries and manual shall be pre- packed in mentioned pouch and delivered at site. Hearing aid and accessories packed separately will not be accepted.
- p) 3% Free Hearing aids along with accessories (packed separately) for trial and demo purpose should be supplied against each purchase order.
- q) Warranty card as stickers/barcode to be struck on hearing aid pouch and should have the address of the company along with phone number so the communication for care and maintenance of hearing aid can be easy for the beneficiaries.
- r) Device to interface hearing aid and laptop/PC along with required software needs to be provided for programming digital hearing aid.

- s) An Audiologist from the company needs to make a visit to NIEPMD once in four months to evaluate the functioning of the programmer and the hearing aids supplied. He/she shall be upgrading the staff about the latest development in the digital technology exclusively in a one-hour talk.
- t) The company has to depute (Bear the cost) of a technician to the camp site so as to train the local electronic technician on minor trouble shooting of hearing aid to be distributed in the camp.
- u) It is mandatory to attend the pre-bid meeting where the sample of the desired material shall be shown in the Dept. of Speech Hearing on date mentioned in tender document.
- v) ISI certification is mandatory for all quoted hearing aid products. ISI certificate must be uploaded with technical bid. Original copy of certificate should be produced at time of technical bid opening. No hearing aid product will be accepted without ISI certification.

**Authorised Signatory of the Tendering Firm  
(Name and Designation)**

## **General Terms and Conditions of Tender**

1. Bidders/Tenderers should have their own manufacturing unit/agency. Proof to be enclosed in the Technical Bid.
2. Copy of PAN no. to be attached
3. The applying firm must be registered with the G.S.T. and the supporting proof for the same is to be attached.
4. Bidders/Tenderers should provide brief profile of their work experience for the last three years along with the relevant samples of the similar work done earlier.
5. The tender received through modes other than e-tendering will not be accepted.
6. Technical and Financial bids to be submitted separately.
7. The materials should be delivered at NIEPMD (D), Chennai and any of its Regional and other centres as directed within India.
8. The total cost quoted should be exclusive of all taxes. Applicable taxes should be quoted separately. Taxes applicable at time of invoice will be paid.
9. NIEPMD (D), Chennai reserves the right to accept/reject/select more than one agency, and to annual the bidding process of any or all bids at any time prior to award of contract without incurring any liability to the affected bidders/ tenders.
10. The tender will be appraised by Technical Evaluation Committee formed by NIEPMD (D), Chennai.
11. NIEPMD (D), Chennai shall without prejudice to its other remedies under the contract, deduct the amount from the contract price, as Liquidated Damages a sum equivalent to 2.5% of the price of delay in supply of goods or unperformed services for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract price. Once the maximum is reached, NIEPMD (D), Chennai may consider termination of the contract and can forfeit the Performance Guarantee amount.
12. The Financial bids of suppliers who are not qualified technically will not be opened.
13. The payment will be made within thirty working days after the supply is made satisfactorily as per Tender Terms and Conditions.
14. The successful bidder will be required to execute a performance security of five percent of the value of the purchase order in the form of Bank Guarantee until the purchase order is fully completed satisfactorily as per tender terms and conditions.
15. In case of not depositing the performance security based on value of each purchase order, the rate contract will be treated as cancelled.
16. Utmost confidentiality of the data provided shall be maintained.
18. Approximate number of BTE Digital Programmable Hearing Aids required per year may be 5000. However, the actual number may vary based on as a whole ADIP grant released by the Ministry of Social Justice and Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan) Govt. of India, New Delhi.
19. Two Sample pieces of the goods quoted shall be submitted separately by speed post addressed to the Director, NIEPMD (D), Chennai 603112 for testing purpose latest by last date of Technical Bid opening date. Samples are not returnable.
20. Restrictions on Public procurement from countries which share a land border with India on grounds of Defence of India will be applicable with this tender. Ref: F. No.6/18/2019-PPD Min. of Finance, Dept. of exp. PPD dated 23<sup>rd</sup> July 2020 (Order No. 1&2) and any other Govt. orders on public procurements.

21. Tenderer must have obtained BIS Certification / ISI Marks license prior to sending samples with tenders for quoted product. A copy of the BIS Certification / ISI Marks license should be uploaded with technical bid.

22. Tenderer should have attached self-attested copy of the PAN A/c No. & GSTN No. issued by Govt.

23. After submission of sample for evaluation, and if successful, the bidder should ensure that no changes are made while executing the orders in respect of any part of the hearing aid i.e.(a) receivers, (b) tele coil, (c) MPO, (d) cords and (e) controls (ON/OFF Switch, Tone Control, Volume Control) as well as physical structure.

24. The bidder must have an annual minimum turnover of **Rs. 01 crores** for each financial year during last 03 financial years (FY 2019-20, 2020-21, 2021-22). Proof of certificate for turnover is required to be submitted with the tender (**CA attested certificate and copy of the balance sheet with profit and loss account should be uploaded with technical bid.**)

25. The applying firm must be registered with the Sales **Tax / Value Added Tax** and the supporting proof for the same is to be attached.

26. Tender will be available on NIC e-procurement portal URL "<http://eprocure.gov.in/eprocure/app>" up to 03.00 PM on 05<sup>th</sup> Apr 2023.

28. EMD of Rs. 5,00,000/- and Tender fee of Rs. NIL should be paid online through NEFT or RTGS in NIEPMD account and payment receipt to be uploaded with technical bid. Technical bids without EMD shall not be considered for further evaluation. Exemption of EMD will be in accordance with latest Govt. of India orders & Guidelines.

29. The order will be awarded for supply of Hearing Aid with the lowest cost per unit from the technically qualified bidder. **As no subsequent cost negotiations will be done, the price quoted should be final.**

### **30. DEFINITION**

- a) The term Institute shall mean NIEPMD, Chennai.
- b) The term Bidder shall mean the bidder selected by the Institute for the supply of materials.

### **31. SCOPE OF WORK:**

Ministry of Social Justice and Empowerment, Government of India has entrusted NIEPMD to execute the ADIP Scheme in order to provide aids and appliances to persons with disabilities. On behalf of ministry NIEPMD intends to distribute Hearing Aid to the Hearing Handicapped for their rehabilitation.

NIEPMD is inviting e-tender through NIC e-procurement portal from reputed suppliers & Agencies with proven track record and with an annual turnover of not less than **One crores** to supply the following items.

### **32. Tender Submission process**

Interested bidder may submit their quotes by giving all the necessary documents in English or Hindi as specified. **The TENDER must be submitted online through Central Public Procurement Portal e-procurement application only through URL: <http://eprocure.gov.in/eprocure/app> only.** No manual bids will be entertained under any circumstances.



The Tender document attached must be direct, concise, and complete and arranged in an organized and structured manner.

To participate in online bidding process, Bidders must procure a Digital Signature Certificate as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode, eMudhra etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.

NIEPMD will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid proposal well advance in time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.

Bidders are also advised to refer visit any local NIC office or call CPPP 24x7 toll free number 1800-3070-223 or mobile No. 07878007972, 07878007973 for further details about the e-tendering / bidding process.

### **33. Payment Details:**

The following details should be used for making payment of EMD and tender fee:

<b>Account Number</b>	<b>: 761297290</b>
<b>A/C Holder Name</b>	<b>: Director, NIEPMD</b>
<b>Type of Account</b>	<b>: Saving Bank</b>
<b>Name of Bank</b>	<b>: Indian Bank, Kovalam Branch</b>
<b>IFS Code</b>	<b>: IDIB000K122</b>
<b>Branch Code</b>	<b>: 01176</b>
<b>NIEPMD PAN No .</b>	<b>: AABTN4536B</b>
<b>NIEPMD GSTIN</b>	<b>: 33AABTN4536B1Z1</b>

**FINANCIAL BID**

(Attached excel sheet needs to be filled uploaded with e-tender)

**DIGITAL HEARING AIDS (ISI Mark)**

**(BIS Specification No. IS 16127:2013)**

Sl. No	Items	Quantity (Nos.)	Cost per unit	Total	Taxes applicable	Any other	Total
01	Digital programmable Behind the Ear (BTE) Hearing Aids	5000					

**Signature and seal of the bidder**

**No price to be filled up here. Price to be filled up in excel BOQ available with e- tender.**

**FORMAT OF ANNEXURES 1-13**

(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 1**

We (Name of Company & Address) undertake to state that if successful, no changes will be made to the hearing aid, in respect of any part of the hearing aid i.e.(a) receivers, (b) telecoil, (c) MPO, (d) cords and (e) controls (ON/OFF Switch, Tone Control, Volume Control) as well as physical structure.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 2**

We (Name of Company & Address) undertake to state that we have facilities for repair of hearing aids.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 3**

We (Name of Company & Address) undertake to state that we shall allow usual inspections and checks for operation up to 1% of the ordered quantity or 1 piece, whichever is more by the consignee before acceptance and payment.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 4**

We (Name of Company & Address) undertake to state that we shall provide Twelve Months guarantee against manufacturing defects.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 5**

We (Name of Company & Address) undertake to state that we would replace the hearing aids during the guarantee period if they are beyond repairs. AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 6**

We (Name of Company & Address) undertake to state that we shall extend facilities for repair of hearing aids including giving free service units to customers during the period of repairs under the guarantee period.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 7**

We (Name of Company & Address) undertake to state that if successful, we shall furnish a Bank Guarantee to the tune of 10% of the value of the order, before receipt of Supply Order.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure – 8**

We (Name of Company & Address) undertake to state that 100% payment will be accepted ONLY on actual delivery of the Hearing Aids.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure – 9**

We (Name of Company & Address) undertake to state that adequate stocks of hearing aids would be maintained so as to execute the supply order within 15 days of receipt of the order.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 10**

We (Name of Company & Address) undertake to state that we are willing to accept the Fall Clause i.e. if the price of the hearing aid quoted by us reduces during the period of the contract, we shall pass on the benefits to the buyer from the date of such reduction.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 11**

We (Name of Company & Address) undertake to state that we shall supply at least 5% of the order placed as "loaning hearing aids" to implementing agencies for repairs at tenderer's cost.

AUTHORISED SIGNATORY

Name & Designation

---

(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 12**

We (Name of Company & Address) undertake to state that we shall supply the instrument with suitable battery.

AUTHORISED SIGNATORY

Name & Designation

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(TO BE TYPED ON COMPANY'S LETTER HEAD)

**Annexure - 13**

We (Name of Company & Address) undertake to state that we shall put an indelible stamp on the product, marked "ISSUED UNDER ADIP SCHEME OF MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT, GOVT. OF INDIA - NOT FOR SALE"

AUTHORISED SIGNATORY

Name & Designation

**CHECK LIST**

***The Technically Bid shall be summarily rejected, if these documents are not uploaded.*** Documents must be uploaded in following serial order only.

Sl. No.	Particulars	Yes / No
1.	Receipt for EMD payment of ` 5,00,000/- (Rupees Five Lakh Only) to be uploaded.	Upload
2.	Photocopy of valid NSIC/SSI/DGS&D Registration Certificate / Review Certificate to be uploaded in case of claiming EMD exemption.	Upload
3.	Firm / Company Registration certificate (Copy to be uploaded)	Upload
4.	Certificate by the bidder to be uploaded stating that the firm / company has not been black listed by any Central Govt. / State Govt. / PSU agencies. (Current Date)	Upload
5.	Certificate by the bidder to be uploaded that they have read and understand all the term and conditions mentioned in the tender document. (Current Date)	Upload
6.	Copy of appropriate PAN Card	Upload
7.	Copy of Registration with Service Tax/ GSTN Certificate.	Upload
8.	Experience of atleast 05 years in relevant field. Copy of award of contract / purchase order of last 05 years must be uploaded as proof.	Upload
9.	Undertaking to supply on credit of 30 days after clear receipt of Materials. (Current Date)	Upload
10.	Undertaking regarding rates will be firm during one-year contract and in case any extension for further period. (Current Date)	Upload
11.	Copy of Income Tax Return of the firm/company/agency (Individual in case sole proprietary firm) for last 03 financial year.	Upload
12.	Copy of BIS/ISI certification of quoted model.	Upload
13.	The Bidder must either be the Original Equipment Manufacturer (OEM) or an authorized dealer. In case of OEM, Proof of being Original Equipment Manufacturer (OEM) or authorized dealer must be uploaded	Upload
	<b>OR</b>	



	In case of authorized representative of OEM - current authorization from the OEM must be uploaded.	
14.	Certified copies of abridged balance sheets along with profit & loss account of the firm (tenderer) in support of annual financial turnover during the last 03 Financial years, (2019-20, 2020-21, 2021-22) and should be at least <b>01 Crore in each FYs.</b> (Attach Proof)	Upload
15.	Copy of NIT duly signed and stamped by the bidder on all pages Must be uploaded	Upload