



NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONSWITH MULTIPLE DISABILITIES
(Department of Disability Affairs Ministry of Social Justice and Empowerment, Govt. of India)
ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamil Nadu
Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046
Website: www.niepmd.tn.nic.in E-mail: niepmd@gmail.com

TENDER DOCUMENT - HEARING AID

Sealed tenders are invited in two bid system i.e (i) Technical bid (ii) Financial bid from reputed agencies & Suppliers with experience in supplying Hearing Aid to reputed institutions and who has proven track record with an annual turnover of not less than **Rupees Five Crores**. The tender document can be purchased from NIEPMD at above address. The tender document can also be downloaded from our website www.niepmd.tn.nic.in

Last date for sale of Tender Document	1.00 PM. on 09.01.15
Cost of Tender document	Rs.1,000/-
Pre-bid meeting date	02.00PM 19/12/14
Last Date, Time & place for submission of Tender Document	2.00 PM. on 09.01.15 Speed Post / Courier or Person drop in Tender Box at NIEPMD
EMD (To be attached with tech Bid by way of DD in favour of Director NIEPMD, payable at Chennai)	Rs.1, 00,000/-
Date & Time of Opening of Tender Documents-	3.00 PM. on 09.01.15

--sd--
DIRECTOR

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS
WITH MULTIPLE DISABILITIES (NIEPMD)**

(Department of Disability Affairs, Ministry of Social Justice & Empowerment, Govt. of India)

East coast Road, Muttukadu, Kovalam(post) Chennai-603 112

Tel:044-27472113,274720 46 Fax:044-27472389

www.niepmd.tn.nic.in Email:niepmd@mail.com

TENDER NOTICE OF HEARING AID

Last date for sale of Tender Document - 1.00 PM. On 09.01.15
Cost of Tender document - Rs.1,000/-
Last Date, Time & place for submission of - 02.00 PM. On 09.01.15
Tender Document Tender Box at NIEPMD
Pre bid meeting date - 19/12/14
EMD (To be attached with tech Bid by way - Rs.1, 00, 000/-
of DD in favour of Director NIEPMD,
Payable at Chennai

Date & Time of Opening of Tender Documents - 3.00 PM. on 09.01.15
Tele: 044-27472046/27472113 Telefax: 044-27472389 Email:niepmd@gmail.com

DIRECTOR

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD) is a Central Autonomous Body under the Ministry of Social Justice & Empowerment, Government of India. The Institute intends to procure 5260 Nos. Hearing Aid of different variety for disabilities. Hearing Aids are for distribution to the beneficiaries with hearing handicapped in the rural areas of Tamilnadu in order to disseminate information and to create awareness amongst persons with hearing handicapped.

NIEPMD is inviting sealed tenders from reputed suppliers & agencies with proven track record and an annual turnover of not less than Rupees **five crores** to supply the materials as per the specifications mentioned in the scope of work of Tender Document. Detailed terms and conditions, tender format and specifications of the items can be downloaded from the institute's website www.niepmd.tn.nic.in or can be obtained from our office in Chennai on all working days from 03/12/14 to 09/01/15 between 10.00AM. and 3.00 PM. (on 09/01/15 up to 01.00PM only)

Date:01/12/14 Dy.Registrar (Admin)

DIRECTOR

GENERAL TERMS & CONDITIONS;

The tender forms will be available on all working days from **03/12/14 to 09/01/15** between 10.00 AM. and 3.00 PM. The sample of hearing aid can also be seen at our office during the same hours. (on 09/01/15 up to 01.00PM only)

1. The "Tech Bid" and "Financial Bid" put in different envelopes duly marked as such on the top of the envelope shall be put in a big envelope. The big envelope should be addressed to the Director, NIEPMD, Chennai and must reach NIEPMD, Chennai either by **speed post or Courier** on or before 02.00 PM on 09/01/15.
2. EMD of **Rs.1, 00,000/-** in the form of **DD in favour of Director**, NIEPMD should be enclosed with the Technical bid. Technical bids without EMD shall not qualify for further evaluation.
3. The list of technically qualified bidders will be published on the Notice Board of NIEPMD.
4. The financial bids of technically qualified bidders only will be opened. On the same day or time of opening will be intimated.
5. 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.**
6. **Tenders submitted in a single envelope shall not be accepted and would be returned unopened to the respective bidders.**
7. Each of the tender documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/themselves with the General Conditions of the Contract, Scope of work, Specifications, Special Conditions, etc., as laid down. Any tender with any documents not so signed is liable to be rejected.
8. The tenders submitted on behalf of the Firm shall be signed by all the partners of the Firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract similarly in case of a company, only the person authorized by the articles of the company can sign. Otherwise the tender is liable to be rejected by the NIEPMD.
9. Tender shall remain open for acceptance by the NIEPMD for a **period of Three Months** from the date of opening the financial bid which may be extended by mutual agreement and the tenderers shall not cancel or withdraw the tender during this period/extended period.

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.

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 sealed Tenders from reputed suppliers & agencies with proven track record and with an annual turnover of not less than **five crores** to supply the following items

The Hearing Aid specification is given below:

ANALOGUE HEARING AIDS

Sl.No.	Type	Hearing aid category Behind the ear	Qty
01	Type I	Mild class hearing aid	200nos
02	Type II	Moderate class hearing aid	600nos
03	Type III	Strong class hearing aid	3900nos
			4,700nos

DIGITAL HEARING AIDS

Sl.No.	Type	Hearing aid category Behind the ear	Qty
01	Type I	Mild class hearing aid	35nos
02	Type II	Moderate class hearing aid	75nos
03	Type III	Strong class hearing aid	650nos
			560nos

Special Terms & Conditions:

1. The bidder should have their own agency facility. Proof to be enclosed in the Tech Bid.
2. The bidder should have an annual minimum turnover of **Rs. 5 crores**. Proof of certificate for turnover is required to be submitted with the tender (CA attested certificate or copy of the balance sheet)
3. The applying firm must be registered with the Sales Tax / Value Added Tax and the supporting proof for the same is to be attached.
4. Bidders 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 fax / e-mail or received late due to postal delay etc. will not be accepted. The parties have to ensure the receipt of bids well in time.
6. **Technical & Financial bids to be submitted in separate sealed envelopes marked to the Director, NIEPMD.**
7. The materials should be delivered at NIEPMD, Chennai
8. **The total cost quoted should be exclusive of taxes. Applicable taxes to be mentioned separately. Tax applicable at the time of invoice will be paid.**
9. NIEPMD reserves the right to accept / reject / select more than one Agency. And to annul the bidding process of any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
10. The tender will be appraised by committee formed by NIEPMD.
11. NIEPMD shall without prejudice to its other remedies under the contract, deduct from the Contract price, as Liquidated Damages a sum equivalent to 2.5% of the price of delayed 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 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 be returned unopened.
13. The payment will be made within thirty working days after the supply is made.
14. **The successful bidder will be required to execute a performance security of ten percent of the value of the contract in form of fixed Deposit with bank with lien made until the contract is over or one year, whichever is later.**
15. **The performance security may also be deducted from each bill @ 10% on request from successful bidder. The same will be return back at the end of the contract or after one year whichever later. No interest will be paid on performance security.**
16. In case of not depositing or showing inefficiency to deposit the performance security after successfully qualifying, the quotation will be treated as cancelled.
17. **If L1 is unable to supply the materials as required by NIEPMD OR if L1 backs out then L2 will be requested to match L1 rates and supply the materials.**
18. **Force majeure :**

If either of the parties suffer delay in due execution of their contractual obligation due to the operation of one or more of the force majeure events such as but not limited to, natural disaster, War, earthquake, strikes, Lockouts, fire, epidemics, riots, uncontrollable events, civil commotions etc. the agreed time for the completion of respective obligations shall be extended by a period of the time equal to the period of the delay occasioned by such events. On the occurrence and cessation of any such

event, the party affected thereby shall give notice in writing to the other party. Such notices to be given within 15 days of occurrence/cessation of the event concerned. If the force majeure conditions continue beyond 30 days the parties shall mutually decide about the future course of action.

19. Undertaking unconditional acceptance of tender term and conditions. (Attach undertaking)

We agree to all terms and conditions as mentioned above including the validity of the offer.

Utmost confidentiality of the data provided shall be maintained.

Name, Designation & Signature of the bidder with the seal

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS
WITH MULTIPLE DISABILITIES (NIEPMD)**

(Department of Disability Affairs, Ministry of Social Justice & Empowerment, Govt. of India)

East coast Road, Muttukadu, Kovalam(post) Chennai-603 112

[Tel:044-27472113,27472046](tel:044-27472113,27472046) Fax:044-27472389

www.niepmd.tn.nic.in Email:niepmd@mail.com

TECHNICAL BID

(To be enclosed in separate sealed cover)

Name and address of the bidder:

Note:

A. DD for Rs.1,00, 000/-(EMD) should be enclosed with this bid.

1.Name of the bidder

a) Full postal address :

b) Full address of the premises :

c) Telegraphic address :

d) Telex number :

e) Telephone number :

f) Fax number :

2. Monthly supply capacity of goods quoted for

a) Normal

b) Maximum

3. Total annual turn-over(value in Rupees)(2013-2014)
(Copy of Balance Sheet / Audit Statement / IT returns, etc. to be attached as proof)

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

5. Whether similar job work undertaken in the past, if so details
(Samples to be displayed if required)

Customer	Quantity supplied	Year
-----------------	--------------------------	-------------

6. Information to be furnished for the Technical bid for the **Behind the Ear Hearing Aid.**

7. Have you worked with NIEPMD earlier? If yes, please give details of the work done.

Signature and seal of the bidder

Details by the bidders are to be filled in the prescribed format only for Technical Bid.

**BEHIND THE EAR (BTE) DIGITAL HEARING AIDS
(with PC based programming support)**

SL. NO	HEARING AID component / features /facilities which should be present. And covered under the quoted cost.	PRINCIPLE REQUIREMENTS	Type I	Type II	Type III	REMARKS
			Current model sold in INDIA would only be considered			
1	Maximum OSPL 90	EAC as per standards prescribed by Office Memorandum No:4-2(8/2014/DD-I Government of India MSJE, Department of disability affairs , dated: 20 th OCT 2014 & signed by S.K MAHTO (under Secretary to the government of India(enclosed). EAC to be certified by NI/RCI /MCI Recognized agencies to qualify technical bid.				
2	HF Avg. Full on Gain					
3	No. of Channels/bands					
4	Frequency range					
5	Total Harmonic Distortion					
6	Battery Current					
7	Equivalent I/P noise levels					
8	Tele-coil					
9	Programs					
10	Dynamic characteristics of AGC					
11	Volume control	Wheel				
12	Microphone	Directional				

13	Battery tester accessory	1 no.				
14	Dry kit	1 no.				
15	Small Torch	1 no.				
16	Ear Huckis for holding the hearing aids	1 no.				
17	Ear Tips	Three Sets	Three types (child, adolescence and adult)			
18	Brush tool	1 no.				
19	Ear Pump	1 no.				
20	Warranty card as sticker* extra barcode label to be provided.	2 yrs/ barcode 2 nos.				
21	Battery	36 Nos.				
22	Coloured, Hearing aid counselling & Auditory Training Manual made by NIEPMD	1 no in each pouch	<p align="center">Manual Specifications: <i>Size:</i> A5(paper), <i>Pages:</i> 100 pages(approx.), <i>Paper quality:</i> 170 GSM, <i>Binding:</i> Centre Pinning, <i>Lamination:</i> Wrapper only. Manual should fits in the hearing aid & accessories pouch (soft copy shall be provided to the supplier)</p>			
23	Hearing aids along with all accessories have to be packed in the mentioned leather pouch with NIEPMD logo at the time of supply.	1.no	<p align="center">Pouch Specifications: <i>Size:</i> length 26 cm & Breadth 19 cm , <i>Material:</i> Leather <i>Type:</i> Brass Zipper cushioned pouch (outer view of pouch is enclosed)</p>			

24	Standalone Laptop along with the hi-pro kit to programme the hearing aids. (2 nos.)	2. no #	
25	3% Free packed Hearing aid along with accessories for trial and demo purpose with each supply		
26	<p>Each hearing aid along with accessories and manual shall be packed out separately in the pouch containing the NIEPMD logo and delivered to NIEPMD or the camp site. Loose, hearing aids or accessories shall not be accepted.</p> <p>A sample of the complete unit should be submitted for quality verification during tender opening. Recommendations if any need to be implemented.</p>		

* Warranty card as stickers/barcode to be struck on hearing aid pouch back and should have the address of the local office in Chennai along with phone number so the communication for care and maintenance of hearing aid can be easy for the beneficiaries. Extra barcode have to be provide 2 nos.

\$. Kindly send one piece each of quoted hearing aids along with accessories packed in the mentioned pouch for verifying technical specifications and trial purpose. As the sample hearing aids are for trial they **shall not** be returned back to the company.

Laptop Specification:

- Two standalone laptops along with the hi pro-1 or higher and required software to program the hearing aid are to be provided.
 - 6 GB RAM, 1 TB hard disk, processor- Intel i5 or above, licensed windows 8.1 pre-loaded, 15" monitor screen, USB hypro 1 or higher, suitable software for programming, programming adapters/cables and training support for programming their respective instruments, software for programming inbuilt camera and signature pad.
 - Laptop of reputed manufacturer with one year warranty & antivirus.
- 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.
 - A permanent logo of NIEPMD should be printed on the pouch.

PRIMARY QUALIFICATION:

1. At the time of technical bid opening, the company must ensure that each sample given is accompanied with an Electro Acoustic Characteristics test report from a government body/recognized body with a declaration that the hearing aid meets the parameters as prescribed in the enclosed reference for analogue and digital hearing aids. The certifying bodies include National Institutes and Regional Centres, AIISH (Mysore), RCI recognized Speech and Hearing institutions and MCI recognized Medical College.
2. As per the MSJE guidelines 1 % of Hearing aids would be send for independent EAC evaluation to the independent laboratories to ensure maintenance of standards.

• **Electro-acoustic features for Behind the ear (BTEs) as per IS 16127 : 2013**

S.N	Parameters	Values
1	Maximum OSPL 90	105dB - 135dB
2	HF Avg. Full on Gain	Type I: 40 dB (min), Type II: 45 dB (min), Type III: 50 dB (min)
3	No. of Channels / (Optional) bands	Four
4	Frequency range	200 Hz to 4500 Hz for OSPL of 105 to 115dB 200 Hz to 4000 Hz for OSPL of 115 to 135dB
5	Total Harmonic Distortion	should not exceed 7 % @ 500, 800 & 1600Hz at RTG position
6	Battery Current	≤ 10 mA
7	Equivalent I/P noise levels	≤ 30 dB SPL
8	Telecoil	75 dB(min)

MODEL OF THE POUCH



- Dimension:** Length 26cm & Breadth 19cm
- Material:** Leather
- Type:** Brass Zipper cushioned pouch
- Capacity:** To accommodate one hearing aid with the dry kit, batteries and all the desired accessories along with the manual which can be handed over to the beneficiaries.

**Details by the bidders are to be filled in the prescribed format
only Technical Bid.**

BEHIND THE EAR (BTE) ANALOUGE HEARING AIDS

SL.N O	HEARING AID COMPONENT / FEATURES	PRINCIPLE REQUIREMENTS	TYP E I	TYPE II	TYPE III	REMARKS
			Current model sold in INDIA would only be considered			
1.	Maximum SSPL	EAC as per standards prescribed by Office Memorandum No:4-2(8/2014/DD-I Government of India MSJE, Department of disability affairs , dated: 20 th OCT 2014 & signed by S.K MAHTO(under Secretary to the Government of India(enclosed). EAC to be certified by NI/RCI /MCI Recognized agencies to qualify the technical bid.				
2.	Average OSPL 90					
3.	HF Avg. Full on Gain					
4.	Frequency range					
5.	Total Harmonic Distortion					
6.	Battery Current					
7.	Equivalent I/P noise levels					
8.	Telecoil					
9.	Volume control	Wheel				
10.	Microphone	Directional				
11.	Dry kit	1 no.				
12.	Small Torch	1 no.				
13.	Ear Huckis for holding the hearing aids	1 no.				
14.	Battery tester accessory	1 no.				

15.	Ear Tips	Three Sets	Three types (child, Adolescence and adult)			
16.	Brush Tool	1 no.				
17.	Ear Pump	1 no.				
18.	Warranty card as sticker* extra barcode label to be provided.	2 yrs/ barcode 2 nos.				
19.	Battery	36 nos.				
20.	Coloured, Hearing aid counselling & Auditory Training Manual made by NIEPMD	1 no in each pouch	<p align="center">Manual Specifications:</p> <p align="center"><i>Size:</i> A5(paper), <i>Pages:</i> 100 pages(approx.), <i>Paper quality:</i> 170 GSM, <i>Binding:</i> Centre Pinning, <i>Lamination:</i> Wrapper only. Manual should fits in the hearing aid & accessories pouch (soft copy shall be provided to the supplier)</p>			
21.	Hearing aids along with all accessories have to be packed in the mentioned leather pouch with NIEPMD logo at the time of supply.	1 no.	<p align="center">Pouch Specifications:</p> <p align="center">Size: length 26 cm & Breadth 19 cm , Material: Leather Type: Brass Zipper cushioned pouch (outer view of pouch is enclosed)</p>			
22.	3% Free Hearing aids along with accessories for trial and demo purpose with each supply					
23.	<p>Each hearing aid along with accessories and manual shall be packed out separately in the pouch and delivered to NIEPMD or the camp site. Loose, hearing aids or accessories shall not be accepted.</p> <p>Sample of the packed unit should be submitted for quality verification for tender opening. Recommendations if any need to be implemented.</p>					

* Warranty card as stickers/barcode to be struck on hearing aid pouch back 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.

\$. Kindly deposit one piece of quoted hearing aids along with accessories packed in the box (one for each category) for verifying technical specifications and trial purpose. As the sample hearing aids are for trial they **shall not** be returned back to the company.

Primary Qualifications:

3. At the time of the technical bid opening, the company must ensure that each sample given is accompanied with an Electro Acoustic Characteristics test report from a government body/recognized body with a declaration that the hearing aid meets the parameters as prescribed in the enclosed reference for analogue and digital hearing aids. The certifying bodies include National Institutes and Regional Centres, AIISH (Mysore), RCI recognized Speech and Hearing institutions and MCI recognized Medical College.
 4. As per the MSJE guidelines 1 % of Hearing aids would be send for independent EAC evaluation to the independent laboratories to ensure maintenance of standards.
- **Electro-acoustic features (As there are no BIS standards for analog behind the ear (BTE) hearing aids the specifications are adopted from the Body-worn Hearing Aid standards).**

S.N	Parameters	Category I	Category II	Category III
1	Maximum SSPL	115 dB	125dB	135dB
2	Average OSPL 90	105 to 114dB	115 to 124 dB	125 to 134 dB
3	HF Avg. full on Gain	40 dB (Min.)	50 dB (Min.)	60 dB (Min.)
4	Frequency range	At least between 250 Hz to 3150 Hz for all categories		
5	Total Harmonic Distortion	should not exceed 7 % (at 1.4V)		
6	Battery Current	≤ 5 mA	≤ 10mA	≤ 15mA
7	Equivalent I/P noise levels	≤ 30 dB SPL		
8	Tele coil	Min 75 dB	Min 85 dB	Min 95 dB

*The analog BTE hearing aids which are not having BIS standards are also included as these are beneficial for individuals with hearing loss. The expert committee recommended the same and the proposed parameters are adopted from body worn hearing aid specifications.

Rev. ed

MODEL OF THE POUCH



- Dimension:** Length 26cm & Breadth 19cm
- Material:** Leather
- Type:** Brass Zipper cushioned pouch
- Capacity:** To accommodate one hearing aid with the dry kit, batteries and all the desired accessories along with the manual which can be handed over to the beneficiaries.

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS
WITH MULTIPLE DISABILITIES (NIEPMD)**

(Department of Disability Affairs, Ministry of Social Justice & Empowerment, Govt. of India)

East coast Road, Muttukadu, Kovalam(post) Chennai-603 112

[Tel:044-27472113,27472046](tel:044-27472113,27472046) Fax: 044-27472389

www.niepmd.tn.nic.in Email:niepmd@mail.com

**Details by the bidders are to be filled in the prescribed
format only for Financial Bid.**

DIGITAL BTE			
	TYPE I	TYPE II	TYPE III
MODEL NAME			
@ COST Inclusive of all desired accessories and exclusive of all taxes.			

ANALOG BTE			
	TYPE I	TYPE II	TYPE III
MODEL NAME			
@ COST Inclusive of all desired accessories and exclusive of all taxes.			

Signature and seal of the bidder