



Terms of Reference

**Assistive Device Spectacles/ Glass and Hearing Aid Device
for camp and Host Communities under DFAT project**

Background:

Humanity & Inclusion (formerly Handicap International) is an international non-governmental Organization founded in 1982 and currently located in more than 60 countries worldwide. Humanity & Inclusion is an independent and impartial aid organisation working in situations of poverty and exclusion, conflict and disaster. The organisation works alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

While providing the services HI identified critical gaps in availability and provision of eye and hearing, services both in camp and host community. Many people of this community face challenges related to eye and hearing health due to limited access to quality medical services. Poor vision and hearing can significantly impact individuals' quality of life, limiting their ability to perform daily activities, pursue education, and maintain employment. Humanity & Inclusion seek to engage a qualified service provider to offer eye and hearing assessments, along with necessary corrective measures, such as prescription glasses and hearing aids.

HI rehabilitation officer will identify the person with visual and hearing difficulties, make list and service provider conduct the vision and hearing test. As per the assessment findings beneficiaries will receive hearing aids and spectacles. This initiative aims to improve the overall health outcomes for community members by providing necessary assessments, treatments, and corrective measures such as prescription glasses and hearing aids. Eye glasses and Hearing aids will increase the beneficiary's communication and mobility.

Objectives

- To supply high-quality prescription glasses and hearing aids as required.
- To provide comprehensive follow up and maintenance of provided devices (eye glass and hearing aids).
- To provide replacement warranty for 2 years of the provided devices.

For Spectacles (LOT-1)

Scope of Work for the devices supply (Spectacles)

A. Eye Glasses/ spectacles

- Provide high-quality prescription glasses to individuals. Approx. Qty- 1000 Pcs
- Based on the prescription, manufacture or assemble the spectacles with appropriate lenses and frames.
- Ensure all spectacles meet the required standards in terms of lens accuracy, material quality, and durability.
- Offer follow-up consultations to monitor and adjust prescriptions if necessary.

Technical Specifications

- **Lens Quality:** The lenses must be of high optical quality, conforming to international standards (ISO, CE, etc.). Lense power should accurately accommodate according to the prescription.
- **Frame Material:** The frames must be made of durable, comfortable materials (e.g., acetate, metal).
- **Customization Capability:** The vendor must demonstrate the ability to produce different lens types (single vision, bifocals, progressive, Shere-Cylinder-Axis for distance and near vision, 0-30-60-90-120-150-180 degree) and meet various prescription strengths.

Delivery

- As per HI procurement guideline (please attached here HI AD Supply /procurement guideline).
- The timeline set by the project implementation team aligns with field requirements. As these devices will be selected through a formal assessment process, the delivery frequency should be bi-monthly, according to the submission of the assessment forms for the DFAT project.

For Hearing Aid Device (Lot-2)

Scope of Work for the devices supply (Hearing Aid)

B. Hearing Aid

- Supply high-quality hearing aids to individuals with diagnosed hearing loss. Approax Qty - 1000
- Provide follow-up consultations to ensure the effectiveness and proper functioning of hearing aids.

Technical Specifications

- **Hearing Aid Quality:** Hooks over the top of the ear and rests behind the ear. A tube connects the hearing aid to a custom earpiece called an earmold that fits in the ear canal.
(Brand REXTON 10940359, Arena P3 or equivalent, Type: BTE
Including 1 Pata (6 pcs) I3 Size Battery and 1 pe Elbow with Ear tip,
- **Origin:** Europe
- **Customization Capability:** The vendor must demonstrate the ability to adjust the hearing aids to match the assessments provided (e.g., various amplification levels, noise reduction features, etc.).
- **Durability:** Hearing aids must be durable and suited to the environmental conditions.
- **Warranty of Hearing Aid** at least 1 Years

Delivery

360 Nos Hearing aid delivery need to be completed by October 2024

Duration:

The contract will commence on tentative 1st October 2024 and will remain in effect until 31st September, 2025, with an option for renewal based on performance and mutual agreement.

Parties Involved in the Evaluation and Responsibilities

Party	Roles & Responsibilities
Selection Committee (AM, PM, TS, TO)	<ul style="list-style-type: none"> Review the received proposal Participate in meetings (kick off meeting, sample check, etc.). Support in recruitment of the service provider
Operations Team (Senior Project Manager, TM, TO, Project officer)	<ul style="list-style-type: none"> Ensure the availability of assessments for spectacles. Plan budgetary needs and process supply requirements. Provision of devices to beneficiaries after receiving the devices.
Finance	<ul style="list-style-type: none"> Guide on financial aspects of the project. Made the payment to the service provider as per the agreed instalments as well the terms and condition.
Technical Team (TS, TO)	<ul style="list-style-type: none"> Participate in the quality and sample checking. Review the samples. Participate in tailored base meeting with suppliers with supply team.
Service provider	<ul style="list-style-type: none"> Provide the items for sample checking. Ensure all necessary technical standards of the of devices. Replace or repair the device if any technical defect.
Logistics Team	<ul style="list-style-type: none"> Support on the hiring of a vendor of Spectacles and Hearing Aid which include but not limits to the publication of the offer, receiving the application etc.

Selection Process

A transparent and competitive process will be followed to recruit the consultant(s) or consulting firm.

Assessing the Service Provider

Stage 1: Screening of Applications

- All submitted applications will be screened to ensure that they have all necessary documents and requirements.
- Bidders without all necessary documents and information will not be considered for further analysis.
- The selection criteria for spectacles include: LOT-1**
 - Financial Proposal, which accounts for 40% of the total score.
- Technical Proposal- 60%**
 - Experience in providing Spectacles 20%
 - 5 years' experience: 20
 - 3 Years experience: 15
 - 2 Years experience: 10
 - Sample or quality checking: 20% (evidence base according to the mentioned criteria in the TOR)

- Delivery lead time: 20
 - 5 working days after the Purchase Order: 20
 - 8 working days after the purchase order: 15
 - 12 working days after the purchase order: 10
- **The selection criteria for hearing Aid include: Lot- 2**
 - Financial Proposal, which accounts for 40% of the total score.
- **Technical Proposal- 60%**
 - Experience in providing Hearing Aid 20%
 - 5 years' experience: 20
 - 3 Years experience: 15
 - 2 Years experience: 10
 - Sample or quality checking: 20% (evidence base according to the mentioned criteria in the TOR)
 - Delivery lead time: 20
 - 5 working days after the Purchase Order: 20
 - 8 working days after the purchase order: 15
 - 12 working days after the purchase order: 10

Stage 2: Shortlisting of Applications and Interview

- Organizations that meet the minimum requirements in the preliminary screening will move to the next step.
- Shortlisting will be based on the selection/screening criteria mentioned.
- Reference check will be done following the shared supporting documents of the bidder

Stage 3: Selection

After evaluating all components, a final report will be created, and the best organization will be selected and offered a contract. HI may award more than one service provider considering the evaluation outcome.

Payment Condition

Payment will be made on the basis of delivery and acceptance of the product.

Caution:

Submission Requirements

Interested service providers should submit:

- A detailed proposal outlining their approach to delivering the required services.
- Product details (Brand , specification , origin) with brochure
- Evidence of qualifications and experience.
- References from previous clients.
- A detailed budget and cost breakdown.

- Delivery lead time need to be clearly mentioned
- Bidder must be capable to share sample of the required materials within 2 working days after HI requirement

Applications that do not meet the minimum technical requirements will be considered technically non-compliant and will not be evaluated further

Financial offer

The financial proposal should cover the relevant transportation , loading , unloading cost & relevant Vat & Tax

Spectacles (Lot-1)				
Product Description	Qty	Unit	Unit Price (Including Vat & Tax)	Total Price (Including Vat & Tax)
Spectacles	1000	Pcs		
Total Cost for Visual Service				
Hearing Aid Device (LOT-2)				
Product Description	Qty	Unit	Unit Price (Including Vat & Tax)	Total Price (Including Vat & Tax)
Hearing Aid	360	Pcs		
Total Cost for Hearing Service				
Grand Total				

Submission of Applications

Application process

- To apply, interested organizations must send an email containing:
 - Organization profile(s)
 - Documentation of legal status, including registration as a company
- Last TAX Submission Copy (Mandatory for Both Individual and Firm)
- Bank Solvency Certificate (optional for both individuals and companies)
- Insurance certificate (optional for both individuals and companies)
- Applicants must include a technical and financial proposal (maximum 15 pages) that outlines proposed methodologies and schedule.
- Applicants must provide documents demonstrating their experience in rehabilitation, Eye and hearing service provision.
- Applicants must provide documents demonstrating their experiences to work with different NGO/ INGO.
- Quoted price should include VAT and TAX following government rules. If any amount is excluding VAT and TAX, it should be shown with a necessary breakdown.
- Payment conditions should be clearly mentioned in the financial offer.
- Bank details, including the name of the account, bank name, branch, swift code, etc., must be provided.

- Proposals must be submitted in BDT.
- Interested organisations or service providers who meet the requirements should submit a proposal to by **22nd September 2024 (11.59PM – BGD time)**

Applications that do not include the above will be considered administratively non-compliant and will not be evaluated further

Online Bid Submission address:

Send a digital file in the form of an email* sent to the dedicated email address:

log.cox@bangladesh.hi.org ; with the tender reference “**Spectacles and Hearing Aid Device Supply for DFAT project beneficiaries- PD-UKHI-01292**” in the subject).

*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.