



National Call for Tender

To Establish Framework Agreement
for Procurement of Prothesis &
Orthosis Device with related
services

Reference: FD-COXB-00286

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.

HI is present in Bangladesh since 1997 & now it has operation in Cox'sBazar (for Rohingya & Host community)
& Kurigram (Host Community)

HI's programme strategy is built around 3 pillars:

1. Armed Violence Reduction (AVR) including Victim Assistance and community-based RiskEducation;
2. Inclusion with projects covering: support to Disabled People Organizations and promotion of Rights; inclusive Disaster Risk Reduction, Growing Together; Disaster Safe Hospital Initiative; inclusive livelihood;
3. Health and Rehabilitation with project covering psychosocial and physical rehabilitation.

HI is seeking to contract **Framework Agreements** with suppliers. When HI would need items, it would issue a Purchase Order to the suppliers contracted through Framework Agreement. The price and conditions of purchase applicable to the Purchase Orders will be the ones that will be set in the Framework Agreements

HI shall sign non-exclusive Framework Agreements with one or multiple suppliers. The Framework Agreement will have a term of 2 year, extendable to 1 year upon written agreement between the parties. The suppliers undertake to maintain prices for the entire term of the Framework Agreement. HI does not commit to the purchase of any minimum order. Please see important information on price in section 6.

This will allow HI to fasten contracting for the items when the projects and/or need arise, without need for competitive bidding once the Framework Agreements are signed.

The full service shall be operational by **March 2026**

The prices shall be firm and non-revisable for the duration of the contract.

Total amount estimated to be contracted through Purchase Orders to be issued through the Framework Agreements resulting from this tender over **24-month period**.

Tendering Schedule

Activity	Date
Issue Invitation to Tender	17 th February 2026
Deadline for Bid Submission	Within 11.59 PM (BGD Time) 3 rd March 2026
Bid Clarifications	4 th March – 8 th March 2026
Physical Verification	12 th March 2026
Award Contact	25 th March 2026
Go Live	25 th March 2026

Please note that the above timings / dates are being shared for indicative purposes only and are subject to change. However, HI commits to ensure Bidders are treated fairly, equally and have sufficient time made available to participate in this tender process

Objectives

- Delivery of complex prosthetic devices, particularly above-knee prostheses, to project beneficiaries.
- Adherence to rigorous quality standards in the production and fitting of devices.
- Timely and efficient service delivery, ensuring beneficiaries receive care within the project's timelines.
- Alignment with project goals of inclusivity, quality care, and empowerment of marginalized populations.

Scope of Work

- Assessment and Prescription: Conduct comprehensive assessments of beneficiaries and determine the appropriate prosthetic or orthotic solutions.
- Production and Customization: Manufacture and customize prostheses and orthoses, ensuring high precision and adherence to international standards.

- Fitting and Training: Provide fitting services and mobility training to ensure effective use of devices.
- Quality Assurance: Implement rigorous quality control measures in collaboration with ICRC to guarantee the functionality, durability, and safety of devices.
- Follow-Up Services: Conduct regular follow-ups with beneficiaries to address adjustments and ensure sustained usability of devices.
- Documentation and Reporting: Maintain detailed records of service delivery and provide regular progress reports to HI.

Location of the actions:

The locations of the proposed actions are all the **Rohingya camps (total 33 camps) and Host communities under both Teknaf and Ukhiya Upazilas, Cox's Bazar.**

Deliverables

- Comprehensive assessments for all referred beneficiaries in camps and host communities.
- Production of devices in their workshop according to the assessment
- Fitting and training of prostheses and other necessary orthotic devices in camps and host community of Coks bazar.
- Documentation of all service activities, including beneficiary feedback and device performance.
- Monthly and final reports detailing progress, challenges, and recommendations.

Roles and responsibilities both parties

HI

- Identifying the beneficiaries for prosthesis and orthosis from Camp and host community.
- Accumulate the beneficiaries in HI service point and organize the space, administrative support including approval from authority's other tailored base logistic support

Service provider

- Conduct assessments to identify individuals in need of prosthesis and orthosis
- Provide clinical services, rehabilitation, and physical therapy for recipients.
- Ensure that beneficiaries receive proper fitting and follow-up services to ensure the optimal use of prosthesis and orthosis devices.
- Assign technically qualified person for prosthesis assessment, production, fitting, training and for other need base support.
- Accommodation, travel, food and transport cost of technical personnel of will be arranged by the service provider.

Means

Expertise Sought from the Service provider

Qualifications and experience required

- The service provider must have certified Prosthetics and Orthotics (P&O) professionals.
- Must have a track record of providing Prosthesis and orthoses service.
- Must have experience in conducting assessments, production of device and training.
- Must have experience and knowledge of disability programming.
- Must have the ability to provide clear, concise reports in English language.

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

Selection Process

A transparent and competitive tendering process will be followed to recruit the service provider. The Request for Tender will be advertised in online job portals.

Assessment of 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 include:**
 - Financial Proposal, which accounts **for 30%** of the total score.
- **Technical Proposal- 70%**
 - **Experience in provision Prosthesis and orthosis services 20%**
 - 5 years' experience: 20
 - 3 Years experience: 15
 - 2 Years experience: 10
 - **Qualifications and Experience for Prosthesis and Orthosis technical person available within the service provider organisation, which accounts for 30% of the total score.**
 - 2 prosthesis and orthosis technologists with diploma degree and ISPO certification category II and 1 gait trainer: 30
 - 2 Prosthesis and orthosis technologists with diploma degree and 1 gait trainer: 20
 - 2 Prosthesis and orthosis technologists with Certified course: 10
 - **Physical/Technical Verification, which accounts for 20% of the total score.**
(*This portion is mandatory, of any supplier don't have the production capacity then those will not be considered for further assessment)
 - Physical sample quality checking: 10

- Production capacity: 05
- Storing and Technology: 05

Stage 2: Shortlisting of Applications and physical verification

- 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.
- Physical verification will take to the shortlisted bidder
- Reference check, may be done following the shared supporting documents of the bidder (if needed)

Stage 3: Selection

After evaluating all components, a final report will be created, and the best organization will be selected and offered a contract.

Payment Condition

Payment will be made upon receipt of satisfactory actual deliverables (after completing the assessment, delivery and training of beneficiaries for device provision. based on receiving the validated actual invoice of service provision) and reports. Detailed payment terms and conditions will be specified in the final contract.

Submission Requirements

Applicants should submit

- A detailed Technical and financial proposal outlining their approach to delivering the required services.
- Evidence of qualifications and experience.
- A detailed budget and cost breakdown.

Financial offer

The financial proposal should cover the relevant costs for following services **(including Device production cost, Accommodation, travel, food and transport cost of technical personnel, and other administrative cost)**

SL No	Device Name	Price
1	Transfemoral Prosthesis	
2	Transtibial Prosthesis	
3	Knee Disarticulation Prothesis	
4	Trans Radial Prosthesis	
5	Ankle Disarticulation Prosthesis	
6	Partial Foot Prosthesis	

7	Knee Ankle Foot Orthosis	
8	Ankle Foot Orthosis	
9	SMO	
10	UCBL	
11	Trans Humeral Prosthesis	

Submission of tender

Application process

- To apply, interested organizations must send an email containing:
 - Organization profile(s)
 - Documentation of legal status updated copy of Trade license BIN, TIN, including registration as a company (Mandatory)
- Last TAX Submission Copy
- Bank Solvency Certificate (optional)
- Insurance certificate (optional)
- 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.
- Applicants must provide documents demonstrating their experiences to work with different NGO/ INGO.
- Quoted price should include VAT and TAX following government rules.
- 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 **3rd March 2026 (11.59 PM BGD Time)**

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

Disclaimer: Supplier/Vendor have to declare conflict of interest if any one/more of the member involved with this procurement have personal or business relation them.

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 “**Framework Agreement for Prosthesis & Orthosis Device FD-COXB-00286**” in the subject).

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