



Terms of Reference

Provision of Prostheses and orthoses for person with disability in refugees' camps and selected Host Community are in Ukhiya and Teknaf Upazilas under Cox's Bazar.

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 has been implementing a project with title 'Improving Disability Inclusion in the Rohingya and Host Communities Humanitarian Response' in Cox's Bazar since June 2024 with the finding support of DFAT. One of the objectives of the project is to Improve the reach and quality of disability-specific services in the Cox's Bazar camps. Under the objective, Prosthesis and orthosis for the persons with disabilities are one of the crucial interventions designed to address the prominent needs of the services among the most vulnerable people living in the project implementation areas. To ensure effective provision of the planned interventions, it is decided to recruit and deploy relevant specialized organizations who directly engage at field for production of high-quality, complex prosthetic and orthoses devices and necessary training about the maintenance and use of it.

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 refugees' camps (total 33 camps) and Host communities (Baharchara and Palongkhali unions) 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 Coxs bazar.
- Documentation of all service activities, including beneficiary feedback and device performance.
- Monthly and final reports detailing progress, challenges, and recommendations.

Duration:

The contract will be up to 30th September, 2025 starting from the date of signing.

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.

Parties Involved in the Evaluation and Responsibilities

Party	Roles & Responsibilities
Steering Committee (AM, SPM, TS, TO)	<ul style="list-style-type: none">• Review the received proposal• Participate in meetings (kick off meeting, interview of the consultants, inception meeting, etc.).• Support in recruitment of the service provider (constitute the review committee).• Review the draft report and provide inputs.• Validate the final report based on the HI quality checklist attached in annexes.
Operations Team (Senior Project Manager, TM, TO, Project officer)	<ul style="list-style-type: none">• Ensure that implementation complies with administrative, temporal and financial conditions.• Plan budgetary needs and process supply requirements.

	<ul style="list-style-type: none"> • Communicate and mobilize the service provider according to need. • Plan the agenda with stakeholders and beneficiaries as soon as the plan will be elaborate.
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 service provider selection process. • Review and provide feedback on the service provision. • Regularly monitor the activities and provide feedback in maintaining technical standard
Service provider	<ul style="list-style-type: none"> • 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. • Ensure all necessary technical standards of the service provision including provision of devices. • Liable for all kinds of logistics arrangements for ensuring timely provision of services.
Logistics Team/HR	<ul style="list-style-type: none"> • Support on the hiring of a service provider which include but not limits to the publication of the offer, receiving the application etc.

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 possess the necessary equipment and facilities to conduct comprehensive eye and hearing examinations at the community level or through outreach services.
- 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 process will be followed to recruit the consultant(s) or consulting firm. The Request for Proposal (RFP) will be advertised in national/international websites.

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 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 an 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.**
 - Physical sample quality checking: 10
 - Production capacity: 05
 - Storing and Technology: 05

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, 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 in every two months 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.

- Final Payment will be no later than 30th September 2025.

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 Prosthesis	
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	

Submission of Applications

Application process

- To apply, interested organizations must send an email containing:
 - Organization profile(s)
 - Documentation of legal status Trade license BIN, TIN, including registration as a company (Mandatory)
- 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.
- 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 **5th February 2025 (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 “**Prosthesis and orthoses service for DFAT project beneficiaries- PD-UKHI-1517**” 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.