



कर्मचारी राज्य बीमा निगम अस्पताल, एजुकॉन, कोल्लम, केरल 691505  
EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL, EZHUKONE, KOLLAM, KERALA-691505  
E mail: [ms-ezhukone.ke@esic.in](mailto:ms-ezhukone.ke@esic.in), [esihekn@gmail.com](mailto:esihekn@gmail.com) Website: [www.esichezhukone.in](http://www.esichezhukone.in)  
Ph: 0474 – 2522454, 2529380, Fax No: 0474-2529294

No. 545/U/16/35/J/CHE/2018/ ADMN

Dated: 07/01/2019

## E-TENDER DOCUMENT FOR SUPPLY OF HEARING AID/ AUDIOMETRIC INVESTIGATIONS AND SPEECH THERAPY

**TENDER ID- 1810**

### NOTICE INVITING RE E-TENDER

1. The Medical Superintendent ESIC Hospital, Ezhukone, Kollam, Kerala, invites online tenders under **TWO BID SYSTEM** from the manufacturers/authorized distributors/ Importers /Authorized suppliers for the supply of Hearing Aids in ESIC Hospital, Ezhukone, Kollam, and to do Audiometric investigations and for Speech Therapy for a period of two years.
2. If you are in a position to quote the rate for the equipment and the work in accordance with the requirements stated in the attached schedule you should submit the e-tender through online only at e-procurement tender portal <https://esictenders.eproc.in> Document along with detailed tender notice, all terms and conditions and procedure of e-tendering may be viewed online or downloaded by the tenderer from the ESIC websites [www.esic.nic.in](http://www.esic.nic.in) & <https://esictenders.eproc.in>. The downloaded complete tender documents duly filled in and signed on every page should be scanned and uploaded as per instructions on or before 28/01/19 before 1 PM
3. EMD of Rs. 2500/ (Rupees Two thousand five hundred only) in the form of DD in favour of ESIC Fund account No. I, payable at SBI keralpuram, should be enclosed in an envelop and should be deposited in the tender box kept at the office of the Medical Superintendent ESIC Hospital Ezhukone, Kollam on or before 28/01/19 1 PM. However, it is noted that only those tender uploaded on the ESIC tender portal [ibid](https://esictenders.eproc.in) will be accepted. Non-submission of EMD will lead to rejection of the tender application. Scanned copy of EMD DD should be uploaded along with the Technical Bid.

4. All bidders are requested to check further notifications / updates/ corrigendum if any, on the above mentioned websites only and no newspaper advertisement will be given.

#### **EMD EXEMPTIONS:**

Bidders who are claiming exemption from submission of EMD should scan and upload the valid exemption proof in the Technical bid in place of EMD. Copy of the same duly signed and sealed by the bidder should be put in a separate sealed cover and should be deposited in the Tender Box kept in the office of the Medical Superintendent on or before 28.01.2019 up to 1PM

2. Tender document is also available on the "tenders" link of the websites/portals of Employee's State Insurance Corporation i.e. <https://esictenders.eproc.in> and <http://www.esic.nic.in>
3. Any Corrigendum to this tender will be notified through the aforesaid websites/portals only. Selection of the successful bidder will be at the sole discretion of the Medical Superintendent ESIC Hospital, Ezhukone, who reserves the right to accept or reject any or all the proposals without assigning any reasons.
4. Tender application will be accepted only online mode through ESIC centralised tender portal i.e. <https://esictenders.eproc.in>. No other mode of tender submission will be entertained.
5. All documents as per published tender should be uploaded. Incomplete documents submission/upload will not be accepted.
6. Tenderers are requested that, before quoting their rates or filing tender, the tender form may please be read out thoroughly (line by line), otherwise this office will not be held responsible for any error/oversight of his own. Please note that prices of equipment should not be mentioned anywhere in Technical Bid. All prices to be quoted in Price Bid only.

**7. Tender Schedule: -**

1	Period of downloading of tender form up to	07/01/2019
2	Last Date and Time of submission and uploading of duly filled in tender form	28/01/2019 up to 1PM
3	Date of online opening of tender (Technical Bid)	28/01/2019 at 2:00 pm.
4	Earnest Money Deposit	Rs. 2500/-
5	Security Deposit	10% of tender value

**Note:**

(The envelope containing EMD as well as subsequent communications should be addressed and delivered to “The Medical Superintendent ESIC Hospital, Ezhukone”. All Communications must be addressed to the officer named above by title only and not by name.)

**Medical Superintendent**

## Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer > Tools > Internet Options > Security > Trusted Sites > Sites of Internet Explorer :

<https://esictenders.eproc.in>

**Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer > Tools > Internet Options > Advanced Tab > Security.**

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

Bidders can contact our Helpdesk at

<https://esictenders.eproc.in/html/Support.asp>

## **GENERAL TERMS AND CONDITIONS OF THE TENDER BID**

### **Pre-Qualification Criteria:**

a) Bidder should be the manufacturer / authorized dealer / Distributor / Trader / Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place (AS APPLICABLE)

b) An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology / product updates and extend support whenever necessary. The scanned copy of the same to be uploaded.

For doing the investigations and imparting speech therapy, the tenderer should have a well equipped Laboratory/ centre in and around Ezhukone (preferably within 20 kms from Ezhukone) which may be inspected by a team of members nominated by the Medical Superintendent

### **1. PREPARATION OF TECHNICAL BID:-**

The following documents are the vital documents which should be uploaded by the Bidder along with Technical Bid as per the tender document for getting qualified.

1. Scanned Copy of DD of Earnest Money Deposit (EMD) to be uploaded.
2. The Tender Enquiry Document signed and sealed on all the pages.
3. Mention the status of the bidder - Manufacture / Distributor / Dealer / Trader / Supplier (supporting documents.)
4. In case of distributor / dealer / trader , the supplier must upload tender specific authorization certificate from manufacturer .
5. Copy of PAN Card.
6. Firm / Company registration certificate.
7. GST registration certificate.
8. Income Tax Return of last three years.
9. Tenderer must provide evidence of experience / supplied materials as mentioned in tender document
10. Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document.
11. Declaration by the Bidder should be uploaded as mentioned in tender document.
12. Relevant brochure / catalogue pertaining to the items quoted with full specifications etc.
13. Tenderer must provide a certificate on letter head that proprietor / firm has never been black listed by any organization should be uploaded.
14. Technical Specifications Compliance Report.
15. Previous history of records for the supply of items in any Government/ Reputed

Private Organisation.

16. Certification in your letter head that prices quoted is not higher than that previously supplied to any Government Institute/ Organisation / Reputed Private Organisation or DGS&D in any recent records.
17. Without fulfilment of the said above records your bid is liable to get rejected.

## **2. PRICE BID:**

- a) The information given in the Techno-commercial bid should reproduce once again in the price bid with indication of PRICES. Any deviation will be liable for rejection.
- b) Rates should be typed in words as well as in figures, free from erasing, cutting and overwriting.
- c) Price quoted should match with the items quoted in technical bid.
- d) Successful bidder shall not be entitled to any rate revision of price for any reason except that allowed by Government of India.
- e) The quoted price should be all inclusive lump sum price offered for each item including all taxes, cost of the equipment, freight, Insurance, transit insurance, packing forwarding etc., and including charges for installation and commissioning with all men and material required for the same and including charges for the quoted warranty period.
- f) The rates quoted should be F.O.R ESIC Hospital, Ezhukone, Kollam. No other charges in addition will be payable on any account over and above the lump sum price quoted in the price bid.
- g) The rates quoted in ambiguous terms such as "Freight on actual basis" or "Taxes as applicable extra" or "Packing forwarding extra" will render the bid liable for rejection.
- h) For imported goods, the price quoted shall not be higher than the lowest price charges by the tenderer for the goods of the same nature, class or description to a purchaser, domestic or foreign or to any organization or department of Govt. of India.
- i) If it is found at any stage that the goods as stated have been supplied at a lower price, than that price, with due allowance for elapsed time will be applicable to the present case and the difference in cost would be refunded by the supplier to the purchaser, if the contract has already been concluded.
- j) The tenderers are requested to attend the Pre Bid meeting.
- k) Only Technical bid will be opened online first on the date mentioned in the presence of bidders who chose to be present. The price bid of the firm whose equipment is technically viable fulfilling the specifications and all other conditions, alone will be opened.
- l) Tender currencies: The tenderer supplying goods shall quote only in **Indian Rupees**.
- m) Validity of Tender: The bids will remain valid for a period of **six months** from the date of opening of technical bid. The rates once quoted on approval will stand valid for **one year** from the date of sanction.
- n) Right of Acceptance : ESIC Hospital Ezhukone reserves the right to accept or reject any or all tenders / quotations without assigning any reason there of and also does not bind

itself to accept the lowest quotation or any tender. ESIC Hospital, Ezhukone also reserves the rights to accept all the equipments items in the given tender or only part of it in any given schedule without assigning any reason.

### **3. EARNEST MONEY DEPOSIT (EMD):**

a) Bidder has to deposit the Earnest Money Deposit (EMD) mentioned against the tendering item (Rs. 2500/-) in the form of demand draft (DD) drawn in favour of “ESIC FUND ACCOUNT NO.1”, payable at SBI, Keralapuram. The EMD must be submitted as per earlier instructions.

b) The scanned copy of the DD should be uploaded.

c) The tenders without EMD is liable for rejection.

d) For EMD exemption, if any, necessary documents for exemption should be uploaded; otherwise tender will be liable for rejection.

e) The EMD of unsuccessful tenderers shall be refunded within one month after the award of tender to the successful tenderer.

The original Demand Draft of EMD must be placed in an envelope, super scribing EMD for tender for Hearing Aids and should be deposited in the Tender box kept in the office of the Medical Superintendent, ESIC Hospital, Ezhukone before 1 PM, on 28/01/2019.

Tenders without EMD will not be considered unless exemption for EMD certificate is produced

**4.** Only the manufacturers or their authorized distributor/stockist would be considered for the tender

### **5. Pre-bid meeting**

There is no pre bid meeting for this tender.

### **6. SUBLETTING OF CONTRACT:**

The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of ESIC Hospital Ezhukone, which will be at liberty to refuse if thinks fit. The tender is not transferable.

1. Either the authorized Indian agent on behalf of the principal/OEM or principal/OEM himself can bid but both cannot bid simultaneously for the same item/product in the same tender.

2. If an agent submits bid on behalf of the principal/OEM, the same agent shall not submit a bid on behalf of another principal/OEM in the same tender for same item/product.

3. Bidders in their own interest shall ascertain the eligibility of whatsoever concessions and exemptions are eligible and applicable to the ESIC Hospital, Ezhukone, Kollam and shall advise the purchaser and quote accordingly.

### **7. Eligibility Criteria for Bidders**

Firms to be eligible should fulfill the following conditions:-

a) The Bidder/firm should be continuously in this business for the last three years.

b) Bidder(s) participating in Tender should not be blacklisted/ deregistered and should not have been blacklisted/deregistered by any other Govt. institution/ Organization during

the last five years for manufacturing/ supplying sub- standard Hearing Aids/Other items or on any other grounds.

c) Bidder(s) participating in Tender should not have been convicted by any court of law in any matter related to manufacturing/supplying sub- standard Hearing Aids /Other items or on any other grounds.

d) Bidder(s) participating in Tender must have Valid Import License for the imported items quoted in tender.

e) Bidder(s) participating in Tender will have to provide warranty of three years for the item(s) quoted.

f) Bidder(s) participating in Tender will have to replace/repair the item free of cost during the warranty period (03(Three) years period) of the supplied item.

g) Bidder(s) participating in Tender should not be convicted in an offence under the prevention of Corruption Act, 1988.

### **8. Guarantee / Warranty, Service, Maintenance:**

The tenderers must quote for minimum Three (3) years onsite warranty against manufacturing defects from the date of purchase of the equipment.

The manufacturers will make facilities available for repair/replacement of Hearing aids, including giving free service to customers during the period of repair under the guarantee.

The implementing agencies will get this done on behalf of the consumers.

Each Hearing Aid must be supplied with Guarantee Card with Dealers Stamp, address and contact Number(s).

### **9. DEMONSTRATION OF THE EQUIPMENT:**

Tenderer should be able to demonstrate the product quoted by them, to the Technical Evaluation Committee at ESIC Hospital, Ezhukone within the time frame specified from the date of opening of tender. The date for demonstration shall be fixed with mutual consent on telephone/e-mail and the same shall be confirmed in writing or by fax. In any case, not more than two weeks time shall be given to arrange for demonstration.

### **10. PERFORMANCE SECURITY**

On notification of award, the successful tenderer has to deposit an amount equal to 10% of total cost of the contract(will be calculated from previous year's expense) as performance security in the form of DD drawn in favour of ESIC Fund account No. 1 payable at SBI Keralapuram. The performance security will be released only after 60 days of expiry of the contract without any interest.

### **11. MANUFACTURER'S AUTHORIZATION**

If the bidder firm is not the manufacturer of the equipment, must upload a certificate of authorization to bid on behalf of the manufacturing company with period of validity and details of issuing authority

**12. DELIVERY SCHEDULE:** Within 10 days from the date of purchase order. The delivery should be at the place shown by the receiving officer within the premises of the ESIC Hospital, Ezhukone, Kollam at the cost of the supplier. For imported items, an enhanced delivery period, if required can be agreed and the same should be indicated clearly.



**13.** No articles shall be supplied to the hospital except on requisition in writing signed by the Medical Superintendent or by an officer authorized by him/her in writing to do so.

**14. Penalty :** If the successful tenderer fails to execute the supply within the stipulated period, penalty of 1% per week for a maximum period of only two weeks on the submission of Prior representation in the written format by the consignee and the same with the approval given by the competent authority, the value of order will be levied.

**15.** Failure to execute the supply will lead to cancellation of supply order and the Performance security will stand forfeited and the vendor will not be allowed to participate in the re-tender for the equipment

**16. Arbitration:** In the event of any dispute or difference arising out of the terms and conditions laid down in this tender, the same shall be referred to Arbitrator appointed by the competent authority. The procedure of the Arbitration will be governed by the provisions Arbitration Act 1996. (as amended as rules framed there under. Jurisdiction of Kollam, Kerala

**17. Payment:** The payment towards the supply is subject to receipt of inspection note/performance certificate to the effect that the items supplied are conforming to the purchase order placed.

Medical Superintendent

**TENDER FOR THE SUPPLY OF HEARING AIDS AND AUDIOMETRIC INVESTIGATIONS AND  
SPEECH THERAPY AT ESIC HOSPITAL EZHUKONE**

From

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To

The Medical Superintendent  
ESIC Hospital,  
Ezhukone, Kollam

Sub: Request for refund of EMD Amount – reg.

We have pleasure in submitting our tenders for the .....

We enclose herewith a Demand Draft No. ....Dt..... for Rs. /-- .....drawn  
in favour of ESIC Fund A/c. No: 1 payable at SBI Keralapuram towards Earnest money  
Deposit.. We bind ourselves to the conditions prescribed in the Tender Notification. We  
agree to have the Earnest money forfeited in case of failure in full or part to undertake  
the contract upon the acceptance of this tender.

With reference to your advertisement dated \_\_\_\_\_, we have submitted  
tender for \_\_\_\_\_. In case we are not the successful bidder, we request you to  
kindly refund the EMD amount of Rs. \_\_\_\_\_. Through ECS may be kindly be credited in  
favour of \_\_\_\_\_

Beneficiary's Name:

Account No. :

A/C Savings /Current:

IFSC Code No. :

Bank Name: Branch Name & Address:

**Yours faithfully,**

**(SIGNATURE & SEAL)**

## COMPANY PROFILE

1. Name and address of tenderers/Firm/ Company/Agency etc. with Tel. No. :-
2. Duly signed original tender document (Enclosed).
2. Duly signed undertaking (Enclosed).
3. Valid Trade License No. :-

Valid up – to:-

4. Valid Authorization Certificate. :-

Valid up – to:-

3. Sales Tax GST No. :-
4. PAN NO:
5. Name and address of bank :-
6. Declaration by the bidder

This is to certify that I/We before signing the tender have read and fully understood all the terms and condition contained herein and undertake myself/ourselves to abide by them. Enclose duly signed an undertaking.

(SIGNATURE OF THE TENDERER) (OFFICE SEAL)

**MANDATE FORM**

**Proforma for payment Through RTGS/ECS/NEFT**

1. Name & Address of the Firm,

Including Phone No, Fax no. And email

2 .Name of the Bank

3 .Name of the Branch & Address

4 .Bank Branch Code

5 .Type of Account: SB/CC/CA

6 .Bank Account No.

7 .IFSC code

8 .MICR Code

9 .Bank E-Mail Address

Authorized Signature & Seal of the Firm

**FORMAT FOR UNDERTAKING**  
(On Non-Judicial Stamp Paper of Rs.100/-)

**From:- Name of the firm/Company:**  
**Address for correspondence:**  
**Telephone No.:**  
**E-mail address**  
**Details of Person responsible for conduct of business**  
**(Name, Mobile No. & e-mail address)**

To,

The Medical Superintendent

ESIC Hospital, Ezhukone

**I/We/am/are authorized signatories of M/s.\_\_\_\_\_**

**I/ we hereby undertake as follows:-**

1. I/we hereby undertake to supply **Hearing Aids** for ESIC Hospital Ezhukone for a period of two years from the date of signing of agreement at the rates quoted by me/us
2. I/we hereby undertake that the rates quoted against each item by me/us in the tender are for destination and inclusive of all packing charges, freight charges and duties payable during the contract period.
3. I/we understand that security deposit submitted on entering into contract, is likely to be forfeited in the event of lapse on my/our part to comply with the terms and conditions of the tender and also on the supplying/items of sub-standard quality or if proven to have followed unscrupulous practices apart from the liability of penal action for violating the law of the land.
4. I/We hereby undertake that our company has not deregistered currently and not blacklisted/deregistered by any other Govt. institution/ Organization during the last five years for manufacturing/supplying sub- standard Hearing Aid/Other items or on any other grounds.
5. I/We further state and undertake that I/We have not been convicted by any court of law in any matter related to manufacturing/supplying sub- standard Hearing Aid/Other items or on any other grounds.
6. I/we hereby undertake that the rates quoted by me/us are not higher than the rates quoted by me/us to any Govt. Institution/agency during the contract period.
7. I/We hereby undertake and declare that the items quoted in e- tender holds a warranty of three years.

8. I/We further undertake and declare that we shall replace/repair the item free of cost during this warranty period.

9. I/We hereby undertake and declare that the I/we shall provide proper fitting of hearing aid/ear tip/ear mould as per demand without any extra cost.

10. I/we hereby certify that none of the family member (s) is/ are employed in ESIC. In case at any stage, it is found that information given by me is false/ incorrect, ESIC Hospital Ezhukone shall have the absolute right to take any action as deem fit. The decision of the Medical Superintendent is legally binding to me / us in such cases.

Signature of Bidder

(Name of Bidder)

Place..... With seal of firm

### **Affirmation**

I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period the Medical Superintendent, ESIC Hospital Ezhukone, will have full authority to take appropriate action as he/she may deem fit.

Place ..... Signature of Bidder

Date..... (Name of Bidder)

With seal of firm

**Manufacturer's authorization  
(On Letter head of the Firm/ Company)**

Date: \_\_\_\_\_

(Authority letter to be issued by the manufacturer/marketer for appointing distributor/  
dealer/ agent etc.)

I/we the undersigned who is/are authorized signatory/signatories of the \*manufacturing  
firm /marketing firm

M/s. \_\_\_\_\_

\_\_\_\_\_  
Address

\_\_\_\_\_

\_\_\_\_\_  
Do hereby authorize M/s.

\_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

to supply items/drugs/collect the orders/raise the bills for the items

\*manufactured/marketed by me/us.

I/we have gone through all the terms and conditions of the tender and will be binding on

me/us and also on the

Distributor/Dealer/Agent M/S. \_\_\_\_\_

\_\_\_\_\_ appointed by me/us during the whole contract period including extension period of

the said contract.

Authorized signatory of the

manufacturing firm/ company

(Rubber stamp)

**ANNEXURE IV**

**Technical Bid**  
(To be filled online)

Sl. No	Item Name	Specifications *	Manufacturer	Model	Brand	Authorized dealer	Deviation from prescribed specifications if any

\*Please note that items quoted should be as per specifications, especially with regards to **category/ Subcategory** of hearing loss.



**PRICE BID**  
(To be submitted online)

**I. HEARING AID (For One Ear)**

The price of Hearing aids should be quoted as per following format in category wise:-  
(Quote for Mild, Moderate, Moderately Severe, Severe and Profound)

Categories

1. Body worn/ Pocket Type
2. Digital programmable Hearing Aid behind the Ear
3. Digital Programmable Hearing Aid in the Canal
4. Digital Programmable Hearing Aid Completely in the Canal

Sl. no	Item Name	Manufacturer	Model	Brand	Authorized dealer	Packing	Rate per unit in Rs including all taxes in figures	Rate per unit in Rs including all taxes in words **	Remarks if any

**\*\* The rates will be restricted to ESIC/CGHS approved rate**

**II. AUDIOMETRIC INVESTIGATIONS**

Sl. No	Name of investigation	Rates including taxes and other service charges ( for one ear)**	Remarks if any
1	Pure Tone Audiometry		
2	Impedence Audiometry		
3	B E R A		
4	S I S I, Tone Decay		

**\*\* The rates will be restricted to ESIC/CGHS approved**

### III. SPEECH THERAPY

Sl. No	Name of investigation	Rates including taxes and other service charges**	Remarks if any
1	Speech Therapy for a session of 30 to 40 minutes		

**\*\* The rates will be restricted to ESIC/CGHS approved**

**THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMISSION  
TENDER DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED**

1	The Demand Draft for EMD to be submitted before the time period of Opening of tender(without fail or any delay) failing which directly liable to rejected from the participation of tender even though fee paid for online processing of the tender .	Submitted [Yes / No ]
2	Scanned copy of Tender document in full signed and sealed on all pages	Submitted [Yes / No ]
3	Trade License / Dealership Certificate	Submitted [Yes / No ]
4	The average Annual Turnover of the tenderer in the preceding 3 years and Income tax returns for last three years.	Submitted [Yes / No ]
5	Mandate Form (Annexure I)	Submitted [Yes / No ]
6	Undertaking in 100 Rs. Non Judicial Stamp Paper (Annexure II)	Submitted [Yes / No ]
7	Manufacturer's Authorization (Annexure III)	Submitted [Yes / No ]
8	GST/PAN/TAN other statutory documents	Submitted [Yes / No ]
9	Technical Bid (Annexure IV)	Submitted [Yes / No ]
10	Price Bid (Annexure V)	Submitted [Yes / No ]
11	Technical Specifications compliance	Submitted [Yes / No ]
12	Undertaking for CAMC	Submitted [Yes / No ]

## **TECHNICAL SPECIFICATIONS OF HEARING AIDS**

1. Hearing Aids for Mild, Moderate, Moderately Severe, Severe and Profound hearing loss Categories
  1. Body worn/ Pocket Type
  2. Digital Programmable Hearing Aid behind the Ear
  3. Digital Programmable Hearing Aid in the Canal
  4. Digital Programmable Hearing Aid Completely in the Canal

### **TERMS & CONDITIONS for the items quoted**

- i. Hearing Aid should be supplied with Hearing Analysis Report, accessories.
- ii. Provision of Custom made ear moulds & proper fitting, if required to be provided by the supplier.
- iii. Each hearing aid should be supplied with one compatible battery and one extra cord.
- iv. Each hearing aid box must contain compatible ear tips of different sizes and other accessories.
- v. Three year guarantee will be given to customers against manufacturing defects. The manufacturers will make facilities available for repair/replacement of Hearing aids, including giving free service to customers during the period of repair under the guarantee. The implementing agencies will get this done on behalf of the consumers. Each Hearing Aid must be supplied with Guarantee Card with dealers stamp, address and contact number(s).
- vi. The Hearing Aid should be IS/BIS/CE (European certification)/US FDA approved.
  - a) Battery polarity marking on the battery compartment of the hearing aids should be indelible.
  - b) Each hearing aid shall be indelibly and clearly marked with the following information:
    1. Name and trade mark of the manufacturer.
    2. Model and serial No. of the hearing aid
    3. Class of hearing aid
4. Marking of control setting should be done.
- vii. The random checking of hearing aids supplied by the manufacturer will be carried out and any manufacturer supplying hearing aids not adhering to tender specifications would be viewed seriously and necessary action will be taken.
- viii. The supplier has to agree to allow to physical inspection and checking for operation by consignee before acceptance and payment. The supplier will supply the hearing aid with proper labelling mentioning the name of the person for whom supply order is placed, along with insurance no. and name of the dispensary.

- ix. All the hearing aid(s) will bear an indelible stamp marked "ESIC" supply NOT FOR SALE.
- x. Proper fitting of hearing aid / Ear tips/ Ear moulds as per prescription is sole responsibility of the dealer without charging any extra cost and cost of ear mould (s) should be included in the quoted rates of hearing aid.
- xi. Programming and re-programming at later stage if required of the digital programmable Hearing Aids is the sole responsibility of the tenderer and the cost if any for Digital Hearing Aid Trial and programming/reprogramming should be included in the Quoted rates of the Digital Hearing Aid(s).
- xii. All the eligible Bidders have to physically demonstrate the quoted Model of hearing Aids before the Technical Evaluation Committee as and when asked for and the selected model will be retained during the currency of the Rate Contract.