**Disabled Rehabilitation and Research Association (DRRA)**

**TENDER DOSSIER**

**For**

**Hearing Test Equipment Supply & Setup**

**Tender reference No:**

**ITT-DRRA-EHD-2020-001**

TABLE OF CONTENT

[INSTRUCTIONS TO TENDERERS 3](#_Toc56283616)

[1 PURPOSE OF THE TENDER DOSSIER 3](#_Toc56283617)

[2 INVITATION TO TENDER TIMETABLE 3](#_Toc56283618)

[3 INSTRUCTIONS TO TENDERERS 3](#_Toc56283619)

[3.1 Supplier Application 4](#_Toc56283623)

[3.2 Tender Proposal 5](#_Toc56283624)

[3.2.1 Currency 5](#_Toc56283625)

[3.2.2 Tender validity 5](#_Toc56283626)

[3.2.3 Tender Presentation 5](#_Toc56283627)

[3.2.4 Compliance 6](#_Toc56283628)

[3.2.5 Technical Offer 6](#_Toc56283629)

[3.2.6 Price proposal 6](#_Toc56283630)

[4 CONDITIONS OF TENDERING 6](#_Toc56283631)

[4.1 Questions / Request for clarification 6](#_Toc56283632)

[4.1 Clarification/Pre-Bid meeting / site visit 6](#_Toc56283633)

[4.2 Alteration or withdrawal of tenders 6](#_Toc56283634)

[4.3 Costs of preparing tenders 6](#_Toc56283635)

[4.4 Late Proposal 7](#_Toc56283636)

[4.5 Eligibility 7](#_Toc56283637)

[4.6 Compliance 7](#_Toc56283638)

[4.7 Right to reject all tenders 7](#_Toc56283639)

[4.8 Power to accept part of a tender 7](#_Toc56283640)

[4.9 Specification 7](#_Toc56283641)

[4.10 Confidentiality 7](#_Toc56283642)

[4.11 Tender Process 7](#_Toc56283643)

[4.12 Notification award and contract signature 8](#_Toc56283644)

[4.13 Ownership of tenders 8](#_Toc56283645)

[4.14 Type of contract 8](#_Toc56283646)

[4.15 Cancellation of the tender procedure 8](#_Toc56283647)

[APPENDIXES 10](#_Toc56283648)

[Appendix A: TECHNICAL SPECIFICATIONS 11](#_Toc56283649)

[APPENDIX B: TENDERER´S DECLARATION 14](#_Toc56283650)

[Appendix C: ETHICAL AND ENVIRONMENTAL POLICY 15](#_Toc56283651)

[Appendix D: SUPPLIER QUESTIONNAIRE 18](#_Toc56283652)

[Appendix E: PRICE PROPOSAL 20](#_Toc56283653)

[Appendix F: CONTRACT TEMPLATE 24](#_Toc56283654)

# INSTRUCTIONS TO TENDERERS

## PURPOSE OF THE TENDER DOSSIER

The purpose of this Tender is to obtain competitive offers for **Hearing Test Equipment Supply & Setup**

A detailed specification of the requirement is contained in the technical specifications (see APPENDIX A – Technical Specification).

## INVITATION TO TENDER TIMETABLE

|  |  |  |
| --- | --- | --- |
| **Particulars** | **DATE** | **TIME** |
| Tender dossier published | 15th November 2020 |  |
| Pre-Bid Meeting (Online/Skype) | 22nd November 2020 | 02:00 to 4:00pm |
| Deadline for request for any clarifications from DRRA  | 21st November 2020 | By 02.00 pm |
| Last date of response from DRRA for clarification | 22nd November 2020 |  By 05.00pm |
| Deadline for submission of tenders (receiving date, not sending date) | 25th November 2020 | 04.00 pm (Sharp) |
| Opening of bids | 26th November 2020 | at 10.30 pm |
| Notification of award to the successful tenderer | 28th November 2020 |

## INSTRUCTIONS TO TENDERERS

In submitting a tender, the tenderer accepts in full and without restriction the special and general conditions governing this contract as the sole basis of this tendering procedure, whatever their own conditions of sales may be.

**Tenderers/Bidders are expected to examine carefully and comply with all instructions, forms, provisions and specifications contained in this tender dossier.**

Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender.

The participation procedure will be carried out in three successive stages; both are to be submitted together

1. Analysis of Supplier Application
2. Analysis of Technical Proposal
3. Analysis of Financial Proposal

Responses should be sent in an outer sealed single envelope/folder which will contain three further envelopes/folders corresponding to the different sections of the tender:

* **Inside Envelope 1: Supplier Application**
* **Inside Envelope 2: Technical Proposal**
* **Inside Envelope 3: Financial Proposal**

**Outer envelope to be marked as follows:**

**SUBMISSION OF TENDER PROPOSAL FOR HEARING TEST EQUIPMENT SUPPLY & SETUP**

**REF: ITT-DRRA-EHD-2020-001**

Language: **All documents shall be submitted in English**

The supplier application and tender proposal shall be submitted together as per above-mentioned deadline for reception of applications on or before the 25 November 2020

**To**

**Tender Evaluation Committee**

Disabled Rehabilitation and Research Association

House 2/5, Road 01, Shyamoli, Dhaka 1207

It is the responsibility of the Tenderer to ensure their offer is complete and meets tender requirements as of this document. Failure to comply in all aspects of this tender dossier may lead to the offer being rejected without further reason being given. It is therefore essential to read this document carefully and answer in full all questions asked.

* 1.
	2.
	3.

### Supplier Application

The application must be submitted in an envelope entitled:

**“Application for the Hearing Test Equipment Supply & Setup”**

**Ref: ITT--EHD-2020-001**

* Tender Dossier – signed with Company Seal
* Submission Cover Letter in your Company pad
* Appendix B - Tenderer’s Declaration
* Appendix D – Supplier Information
* Copy of Trade License
* Copy of TIN Certificate
* Copy of VAT registration
* Copy of Bank Solvency Certificate
* Copy of authorized sales/distribution certificate
* Copy of similar experience certificate

All documents need sign and stamped/sealed duly by the responsible/authorized person of the company.

### Tender Proposal

Tenderers are invited to submit their best technical and economic tender in English to the exact formats and specifications required by DRRA. **Tenders not respecting these formats and specifications will be rejected.**

OUTER ENVELOPE:

The tender must be submitted in an envelope entitled:

**SUBMISSION OF TENDER PROPOSAL FOR HEARING TEST EQUIPMENT SUPPLY & SETUP**

**REF: ITT-DRRA-EHD-2020-001**

ENVELOPE 1:

**“Application for the supply Hearing Test Equipment”**

**Ref: ITT-DRRA-EHD-2020-001**

1. Envelope 1: Application (as of article 3.1)

**“TECHNICAL OFFER FOR HEARING TEST EQUIPMENT SUPPLY & SETUP”**

**Ref: ITT-DRRA-EHD-2020-001**

1. Envelope 2: Tender Technical offer, as of Annex A – Submit the detail specification in your letterhead pad/attach copy of Original Brochure

**“FINANCIAL OFFER FOR HEARING TEST EQUIPMENT SUPPLY & SETUP”**

**Ref: ITT-DRRA-EHD-2020-001**

1. Envelope 3: Price proposal – As of Annex E – use the template and submit in your letterhead pad, all price must have to be inclusive of all applicable tax.

All proposal must be initialled and signed by an authorised person.

### Currency

All prices shall be expressed in BDT. including necessary government VAT and Tax. This is to allow for a fair comparison of prices, following the award of the contract.

### Tender validity

Tenders shall remain valid for a period of **SIX MONTHS** after the deadline for receipt of tenders.

### Tender Presentation

Prices and lead times, delivery places presented in the tender, should be firm and valid for the whole duration of the supply agreement from the date of its signature by both Parties.

The price proposal should be submitted according to the template in **APPENDIX E – Price Proposal in your company Letterhead Pad**

### Compliance

Your basic offer shall be strictly in accordance with the technical specifications specified in the APPENDIX A *-*Technical specifications.

Award of the contract is based on the criteria listed at paragraph 4.12 Tender Process

### Technical Offer

A **technical** tender offer describing the way in which the tenderer intends to carry out the tasks as described in the contract. Respecting all the obligations imposed by the specifications, bearing in mind the principals and values of DRRA.

The tender should include:

* A technical bid consisting of a detailed description of the supply/services offered
* Delivery Terms and deadline to complete the services & Supplies.

### Price proposal

* Clear breakdown of costs related to services/supply requested, and
* A detailed **price list** for all the services/supply linked to the technical requirement (e.g. equipment service, staff training) if any. This list forms an integral part of the contract resulting from this invitation to tender and will serve as a control instrument for our finance team during invoice verification. Any component not found in this list can be neither invoiced nor paid, therefore, it should be comprehensive. By providing this price list, tenderers agree to abide by it and its accompanying conditions in carrying out the contract.
* Additional services/supply that the provider would be willing to provide DRRA at no cost.

## CONDITIONS OF TENDERING

### Questions / Request for clarification

Any requests for clarification may be submitted by email to info@drra-bd.org until the **21st November 2020 by 2.00 pm.**

### Clarification/Pre-Bid meeting / site visit

For this supply, we’ll conducting clarification meeting via the skype or physical presence. Interested supplier can write to DRRA to the mentioned email address. Please put the **Tender reference** number in your email subject when you are writing to DRRA, related to any tender related specification or other issues.

But, our pre-bid meeting may be set to limited with the interested supplier (Online/group) in case of too many requests we receive related to the entity.

**Pls share your skype address via query mail address** info@drra-bd.org **on or before 21st November 2020**

### Alteration or withdrawal of tenders

Tenderers may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders referred to in Article 2. No tender may be altered after this deadline. Withdrawals must be unconditional and will end all participation in the tender procedure.

### Costs of preparing tenders

All costs incurred by the tenderer in preparing and submitting the tender are not reimbursable. All such costs will be borne by the tenderer.

### Late Proposal

Tenders must be received by 25th November 2020 at 4.00 pm (Bangladesh time). Tenders received after the closing date will not be considered, unless in DRRA sole opinion there are exceptional circumstances which have caused the delay.

### Eligibility

Participation in tendering is open on equal terms to any natural and legal persons or company.

### Compliance

DRRA reserves the right to reject all bids not submitted in the format specified and any bids where any of the required forms are not completed.

### Right to reject all tenders

DRRA is under no obligation to accept any tender.

### Power to accept part of a tender

DRRA reserves the right, unless the tenderer expressly stipulates to the contrary in the tender, to award batches separately or in any combination.

### Specification

If the tenderer wishes to propose modifications to the specification (which may provide a better way to achieve DRRA ´s objectives) these must be considered as an alternative offer. The Tenderer must make alternative offers in a separate letter to accompany the tender. DRRA is under no obligation to accept alternative offers.

**4.10 Delivery Place:** Barishal Medical College hospital, Patuakhali 250 bedded General hospital and Bagerhat District hospital.

### Confidentiality

Tenderers must treat the invitation to tender and all associated documentation supplied by DRRA as confidential.

### Tender Process

DRRA reserves the right to negotiate, accept or reject any or all proposals and quotations at its sole discretion and to pursue or act further on any responses it considers advantageous.

The contract will be awarded to the administratively and technically compliant tender that is the most economically advantageous, taking into account the quality of the supply offered and the price of the tender.

Tenders will be evaluated on the criteria listed below:

| **CRITERIAS** | **Award criteria’s** | **Score up to** | **Max. Score** | **% of overall** |
| --- | --- | --- | --- | --- |
| **Capability / competence of tenderer to perform the work/service required** | Experience with other Hospitals/NGOs of a similar to DRRA (refer to completion certificate) | 5 | **10** | **10%** |
| Previous experience with DRRA. (refer to previous PO/contracts) | 3 |
| Financial capacity (bank statement not more than 3-months-old) | 2 |
| **Quality / Understanding of requirements** | Meeting technical specifications (quality, methodology etc.) OR Level of understanding of work/service required, clarity of materials standards  | 15 | **30** | **30%** |
| Ability to meet delivery dates or Reliability of plan proposed (execution timeline) | 5 |
| Quality and reliability of customer service or additional servicesGuarantee / warrantee of service/ supply | 5 |
| Level of understanding of tender documents (documents and information submission as per instruction of this tender dossier)  | 5 |
| **Prices for goods/work/services** | Clarity of the cost breakdown, Price proposal of Goods/Services in accordance with the request (best value for money)Lowest price bidder will get the highest score in this section.  | 60 | **60** | **60%** |
| **TOTAL MAXIMUM GENERAL SCORING** | **100** | **100%** |

It is mentionable here that, DRRA can select more than one supplier for the supply & services of the tender items considering the delivery lead time, and quality with actual requirement/situation of field, risk reduction and ensure value for money with good quality. It should be recommended by the tender evaluation committee.

In the interests of transparency and equal treatment and without being able to modify their tenders, tenderers may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. These requests can only be for clarification purposes, not for the correction of major details.

**Any attempt by a tenderer to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRRA in its decision concerning the award of the contract will result in the immediate rejection of his tender.**

### Notification award and contract signature

The successful tenderer will be informed in writing that their tender has been chosen (notification of award). DRRA will agree with the selected tenderer on the final contract version and will send the signed documents in two original copies to the successful tenderer.

The unsuccessful tenderer will be informed by e-mail/letter within the 3 days following the award.

Within 5 working days following the reception, the successful tenderer will sign, date and send back the contract/supply agreement.

If the successful tenderer fails to sign and send back the contract within 5 working days, DRRA can consider (after notification) the award as null and void.

### Ownership of tenders

DRRA retains ownership of all tenders received under this tender process. Consequently, tenderers have no right to have their tenders returned to them.

DRRA guarantees that tender offers shall remain confidential.

### Type of contract

DRRA will enter into supply contract with successful tenderer according to DRRA standard procurement contracts procedure, and draft of DRRA's supply contract is attached here for reference". A supply contract draft is included in Appendix F.

By submitting an offer to this Invitation to Tender, the tenderer accepts DRRA´s contract terms. If any remark or reserve were to be raised by the tenderer, they should be clearly written down in a free format document included in the tender. Such documents should include the tenderer’s proposal to replace the discussed sections of the contract.

If the tenderer submits an offer with no clear feedback on Appendix F – Contract Template, then DRRA will consider the submitted contract draft has been accepted in full by the tenderer.

### Cancellation of the tender procedure

In the event of a tender procedure's cancellation, tenderers will be notified by DRRA.

Cancellation may occur where:

1. The tender procedure has been unsuccessful, namely where no qualitatively or financially worthwhile tender has been received, or where there has been no response at all.
2. The economic or technical parameters of the project have been fundamentally altered.
3. Exceptional circumstances or *force majeure* render normal performance of the project impossible.
4. All technically compliant tenders exceed the financial resources available to DRRA.
5. There have been irregularities in the procedure, in particular where these have prevented fair competition.

Under no circumstances will DRRA be liable for damages, whatever their nature (in particular damages for loss of profits) or relation with the cancellation of a tender, even if DRRA has been warned of the possibility of damages.

***Tenderers are requested not to contact DRRA during the tender assessment period, unless through the formal questioning mechanism outlined above or if they are an existing DRRA supplier, and then only in pursuit of existing DRRA business.***

# APPENDIXES

Appendix A : Technical Specifications(Attached)

Appendix B: Tenderer´s declaration

Appendix C: DRRA Ethical and Environmental Policy

Appendix D: Supplier Questionnaire

Appendix E: Price Proposal

Appendix F: DRRA Supply Contract Template

# Appendix A: TECHNICAL SPECIFICATIONS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL** | **Items Description**  | **Quantity** | **Unit** | **SUPPLIER’S SPECIFICATION** |
| **1.** | **Specification of Diagnostic Tympanometry with Thermal Printer and Licensed Software (MDS):*** 226 Hz for traditional Y-curve tympanometry
* 226 Hz: 85dB SPL ± 2dB
* Frequency Accuracy: ± 0,5%
* Harmonic distortion: Less then 1%
* Reflex test method: Threshold, Automatic, Manual
* Stimulus duration: 0,5, 1 or 2 sec.
* User selectable protocols for all test methods
* Ipsi or Contralateral stimulation for all reflex test
* Automated peak search functions available for all test methods
* Manual Reflex: Pump manual control of all stimuli
* Reflex Decay: Threshold, Automatic
 | **1** | ***nos*** |  |
| **2** | **Specification of Diagnostic Digital Audiometer:*** Touch Key operation
* Automatic Synchronized Tone and Masking
* Unlimited Test Memory
* Sturdy Built for longevity
* Highly Portable
* PC Based Diagnostic Audiometer with Licensed Software
 | **1** | ***nos*** |  |
| **3** | **Specification of Otoscope:*** A contemporary, precision engineered pocket otoscope.
* LED bulbs for consistent light output and bright, clear illumination with excellent color rendering.
* Twice as bright as xenon halogen instruments
* Bulb situated away from the battery to keep cool and preserve battery life.
* Exclusive battery performance indicator - the light fades according to the current charge of the battery.
* Operation time of up to 10 hours.
* Maintenance-free operation - no need to ever replace the bulb.
* Easy clean swivelling viewing window.
* 3x magnification lens
* Rechargeable Alkaline battery (04 pcs) with charger
 |  |  |  |
| **4** | **Specification of Sound level meter and room thermometer:*** Microphone 1/2 inch Condenser Microphone
* Measuring Range 30~130 dBA, 35~130 dBC
* Accuracy ±1.5dB
* Frequency Weighting A & C
* Frequency Range 31.5Hz~8.5KHz
* Sampling Rate 2 times / sec
* Range Selection 4 modes
* Digit & Resolution 5 digits & 0.1 dB
* Time Weighting Fast / Slow Standard According to IEC651 TYPE 2 & ANSIS1.4 TYPE 2
 | **1** | ***Nos*** |  |
| **5** | **Specification of Paediatric Audiometer*** Portable handheld screening audiometer
* Pure tone signal from 15 to 100 dBHL
* Test frequencies of 500, 1000, 2000 and 4000 Hz
* Powered by batteries
* Comes with DD45 headset
 | **1** | ***Nos*** |  |
| **6** | **Specification of Rattle** * Musical Instrument (Handheld)
 | **1** | ***Nos*** |  |
| **7** | **Specification of Tambourine** * Musical Instrument (Handheld)
* Wooden/ Plastic Made
 | **1** | ***Nos*** |  |
| **8** | **Specification of Toys for destruction** * Minimum 5 sets of Toys Item (Example: Animals, fruits, Wooden puzzle etc.)
 | **1** | ***Nos*** |  |
| **9** | **Specification of Baby chair and table** * Plastic/ Wooden made (Standard size)
 | **1** | ***Nos*** |  |
| **10** | **Sound prof room:** **Room Size: 140SFT (estimated, actual could vary)**Ensure no echo in the room. This can usually be achieved using absorption within the walls and ceiling in an existing room.Wall: Supplying, Fitting, Fixing and Installation with all accessories of falls wall. Wall Sound proof with proper layer of materials • Partex 18 mm board (Best quality)• Board color can be selected by availability• 3-5 mm perforation for sound absorption (All the board) • Garjan wood Frame 2’/2’ • 2’ Foam/ Cock sheet for sound absorption • All fittings will be fitted by part by part by screw. It will be reusable/ shift able without major damage. • Door Rubber Seal for sound blocking**Celling:** Supplying, Fitting, Fixing and Installation with all accessories of false celling. Partex Board Celling with Wooden Frame**Door:** Sound reducing doors, windows and ventilation systems are essential for testing purposes. | ***1*** | ***SFT*** |  |
| **11** | **Electrical**: Electrical wearing and setup power points and connection switches for* 1 Ac connection
* 1 fan connection with wall fan
* 2 light connection with LED light
 | ***1*** | ***Room*** |  |
| **12** | **Air Conditioner: 1.5 Ton**Rotary Compressor, built-in inverter, auto power off/on Please share the detail specification with manufacturer details, warranty | **1** | ***Nos*** |  |
| **13** | **Wall Mount Fan*** High Speed & High Air Delivery
* With 3 Speed Regulator Control system
* 3 Speed(Low/Medium/High) selection
* Automatic Oscillation system
* Safety Thermal protection for AC Motor.
 | **1** | ***Nos*** |  |
| **14** | **LED Tube Light Set with LED Light (15-18W)****1 set = LED TUBE + TUBE SET** | **1** | ***Set*** |  |
| **15** | **Executive Desk, with drawer unit-1pc**Please share detail of the product | **1** | ***Nos*** |  |
| **16** | **Executive Chair:** Equivalent to Navana/Akhter/AutobiPlease share detail of the product | **1** | ***Nos*** |  |
| **17** | **Visitor Chair:** Equivalent to Navana/Akhter/AutobiPlease share detail of the product | **1** | ***Nos*** |  |

# APPENDIX B: TENDERER´S DECLARATION

I/we the Undersigned accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which we hereby waive.

I/we have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier including the contract template with its annexes and the DRRA Ethical and Environmental Policy. I/We are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at DRRA’s discretion.

I/we hold no reservation in regard to the tender dossier; and are aware that any reservation may result in the rejection of the tender by DRRA.

I/we are not aware of any corruption practice in relation to this competition. Should such a situation arise, I/we shall immediately inform DRRA in writing.

I/we declare that are affected by no potential conflict of interest, and that we and our staff have no particular link with other Tenderers or parties involved in this competition. Should such a situation arise during performance of the contract, we shall immediately inform DRRA in written.

|  |  |
| --- | --- |
| ***Company name and address:*** |  |
| ***Company’s Representative name:*** |  |
| ***Title of Representative in the Company:*** |  |
| ***Representative’s signature and stamp:*** |  |
| ***City, date:*** |  |

# Appendix C: ETHICAL AND ENVIRONMENTAL POLICY

**Section 1: Policy Statement**

DRRA recognises the importance of sustainable development for people living in poverty, and the long term benefits of becoming a more sustainable organisation. DRRA takes responsibility for and is committed to managing the labour and environmental standards in its operations and supply chains. In order to embed appropriate management of these standards, the associated framework must be adopted.

Qualifications to the policy

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, DRRA will purchase necessary goods and services from the most appropriate available source.

**Section 2: Policy Details**

2.1 Labour and Environmental Standards

DRRA is committed as a minimum to complying with all applicable labour and environmental legal requirements in its both operations and supply chains.

In addition, DRRA is committed to meeting the labour and environmental standards below and applying a continuous improvement approach within an agreed timeframe where it is known that standards are not met.

When DRRA sources from small producer groups, it applies the principles of DRRA International’s Values Based Approach to Fair-Trade.

#####

##### Labour Standards

DRRA has adopted the [Ethical Trading Initiative Base Code](http://www.ethicaltrade.org/eti-base-code) for its labour standards:

**Employment is freely chosen:**

* There is no forced, bonded or involuntary prison labour.
* Workers are not required to lodge “deposits” or their identity papers with the employer and are free to leave their employer after reasonable notice.

**Freedom of association and the right to collective bargaining are respected:**

* Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
* The employer adopts an open attitude towards the legitimate activities of trade unions.
* Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.
* Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

**Working conditions are safe and hygienic:**

* A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
* Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.
* Access to clean toilet facilities and potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
* Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
* The company observing the standards shall assign responsibility for health and safety to a senior management representative.

**Child Labour shall not be used:**

* There shall be no new recruitment of child labour.
* Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child.
* Children and young people under 18 years of age shall not be employed at night or in hazardous conditions.
* These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

**Living wages are paid:**

* Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks, whichever is higher. In any event wages should always be high enough to meet basic needs and to provide some discretionary income.
* All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid.
* Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

**Working hours are not excessive:**

* Working hours comply with national laws and benchmark industry standards, whichever affords greater protection.
* In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7day period on average. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

**No discrimination is practised:**

* There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

**Regular employment is provided:**

* To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice.
* Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

**No harsh or inhumane treatment is allowed:**

* Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

##### Environmental Standards

DRRA is committed to reduce its reliance on finite/scarce resources and to minimise the environmental impact of its operations including its supply chain and will work to achieve the standards listed in this section.

**Climate change:**

Monitor and actively seek to reduce the Greenhouse Gas (GHG) emissions associated with its operations and:

* Set absolute GHG reduction targets for operations in industrialised countries or Economies in Transition, such as those identified in Annex I of the United Nations Framework Convention on Climate Change below
* Set and report on targets for improved efficiency in countries where DRRA runs programmes, such as those that may be regarded as non-Annex I countries under the UNFCCC

**Waste:**

* Reduce waste to landfill.
* Monitor operations, including procurement, to ensure waste minimisation and high product and process efficiency.
* Effective controls of waste in respect of ground, air, and water pollution are adopted.

**Materials:**

* Reuse, recycling and the use of recycled and recyclable materials are strongly encouraged.
* Avoid where practicable reliance on materials that are heavily dependent on finite resources.

**Packaging:**

* Actively avoid undue and unnecessary packaging wherever practicable and use recycled and recyclable materials wherever appropriate.

**Wood and forest products:**

* Ensure that all forest products purchased are as a minimum legal in origin and provide evidence of due diligence to ensure this if requested by DRRA
* Suppliers of paper products sourced from DRRA affiliate home country offices and retail products carrying the DRRA Brand must source forest products from recycled sources or well managed forests which have been certified to a credible standard. Exceptions will be made for products which are Fairtrade marked or produced by members of the World Fair Trade Organisation as appropriate. DRRA views the Forestry Stewardship Council (FSC) as the most credible certification for the sustainable sourcing of wood and forest products.
* Suppliers must never knowingly become involved in, collude with or purchase timber from illegal logging operations.

**Energy:**

* Work to reduce energy consumption and where practicable use energy from renewable resources.

**Transport and travel:**

* Reduce staff travel wherever practicable.
* Monitor and reduce transport logistics to ensure efficient distribution and delivery of products and services.

**Conservation of biodiversity:**

* Seek to minimise the impact of operations on fauna, flora and land to ensure the conservation of biodiversity and habitats.

**Water:**

* Develop a better understanding of its impact on water use and develop management processes where appropriate

##### Annex I countries, United Nations Framework Convention on Climate Change

Australia, Austria, Belarus, Belgium, Bulgaria, Canada, Croatia, Czech Republic, Denmark, Estonia, European Union, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russian Federation, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom of Great Britain and Northern Ireland, United States of America.

**2.2 DRRA Procurement Integrity Principles**

DRRA is committed to ensure that its procurement processes are run with integrity and to further this commitment DRRA actively promotes principles for suppliers and staff as detailed below.

**Procurement Integrity Principles for DRRA Suppliers**

DRRA expects suppliers as a minimum, to follow the below-mentioned principles:

* Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
* Be open and transparent about the labour and environmental standards in their supply chains. To provide information requested by DRRA to enable our assessment of labour and environmental standards in their supply chains.
* Support workers to realise their rights and minimise the barriers which prevent workers from achieving them.
* Demonstrate ability to meet local labour and environmental laws.
* Demonstrate commitment to achieve conformance with the Labour and Environmental Standards in section 2.1 above and commitment to continuous improvement of their labour and environmental standards as agreed with DRRA.
* Suppliers importing from small scale producer groups facilitate trade in-line with DRRA’s values-based approach.

DRRA will seek alternative sources where the conduct of suppliers demonstrably violates the basic rights of DRRA’s intended beneficiaries, and there is no willingness to address the situation within a reasonable time period.

DRRA will not knowingly enter into contract or partnership with suppliers that participate in the activities outlined below:

##### List of activities that DRRA suppliers should not be involved in:

DRRA will seek alternative suppliers if we identify the following activities:

* Actively lobby to undermine public policies to tackle climate change or push for continued expansion of fossil fuel use
* Arms manufacture;
* The sale or export of arms or strategic services to governments which systematically violate the human rights of their citizens, or where there is internal armed conflict or major tensions, or where the sale of arms may jeopardise regional peace and security.
* Tobacco production and sale;
* The sale of baby milk outside the World Health Organisation (WHO) Code of Conduct;
* Pesticide sales outside the Food and Agriculture Organisation (FAO) guidelines for pesticide retailing
* Extractive industries
* Production or publication or broadcast of adult entertainment
* Knowingly become involved in, collude with or purchase timber from illegal logging operations.
* Any other activities which violate the basic rights of DRRA’s intended beneficiaries.
* Activities which contravene the Procurement Integrity Principles listed in section 2.2

Suppliers must declare any formal party political involvement or activity.

**Procurement Integrity Principles for DRRA Staff**

To ensure we procure with Integrity, DRRA staff will:

* Recognise that our suppliers may not be able to achieve all the labour and environmental standards laid out in sections 2.1 immediately and we will support suppliers to work toward conformance within a reasonable timeframe.
* Recognise the impact of all supply decisions on meeting the labour and environmental standards outlined in section 2.1 of this policy. We will involve our suppliers in addressing issues that may arise and expect them to assist us in minimising any negative effects.
* Ensure that our supply requirements are adequately defined and specified in sufficient time to allow the supply market to react to our demand.
* Ensure that our supply activities comply with all applicable international and national laws, regulations, conventions and agreements that are in force in the countries from where our requirements are being procured and ensure that the specific supply related requirements of our donors are adhered to.
* Not engage in any activity with suppliers, or buyers from other organisations, which might be deemed to be anti-competitive or in breach of any statutory requirements in any country or trading region.
* Not terminate purchase arrangements or relationships without due regard to all material circumstances, appropriate communication and notification to the supplier. We will however terminate supplier relationships where serious breaches of DRRA’s labour and environmental standards persist after reasonable attempts have been made to work with the supplier to implement improvements, and where there is no reasonable prospect of securing improvements. Such terminations will be carried out in a responsible way.
* Act impartially and objectively in all their purchasing activities and to keep written records where appropriate to demonstrate that their actions have been fair and above reproach.
* Declare in advance any interest commercial or otherwise, they may have with a supplier to DRRA and to be prepared to withdraw from those dealings if required.
* Maintain an unimpeachable standard of integrity in all their business relationships and to foster the highest possible standards of professional competence in all their supply activities.
* Not accept any personal gifts or other inducements, as individually or cumulatively these will be adjudged as an attempt to influence a purchasing decision.
* Seek the views of its suppliers over their ability to meet DRRA’s labour and environmental standards given existing buying practices and assists them to meet their concerns.
* Recognise the contribution that stable business relationships can make to the observance of the labour and environmental standards, and endeavour to establish long-term relationships with its suppliers.

# Appendix D: SUPPLIER QUESTIONNAIRE

**PLEASE FILL UP THE BELOW FORM, THIS IS MENDATORY**

|  |  |
| --- | --- |
|  | **1 A) Company Profile** |
|  | Name of Company |  |
|  | Registered Office address |  |
|  | Ordering Address (if different) |  |
|  | Payment Address (if different) |  |
|  | Telephone Number |  |
|  | Email |  |
|  | Website |  |
|  | Company Registration number(Please attach a copy of the certificate) |  |
|  | Year established |  |
|  | Please state your position in the supply chain e.g. Agent, Manufacturer, Service Provider, Importer, Trader |  |
|  | Company turnover in trading currency(please attach recent financial statement) |  |
|  | Location of other operational sites (national and international), their functions and approximate numbers of employees where DRRA goods or services could be positioned |  |
|  |
|  |
|  |
|  | **2) Health & Safety** |
|  | Is there anyone designated as being responsible for Health and Safety issues in your company? | Yes/ No. If yes, Give details |
|  |
| **3) Ethical (Labour) Standards** |
| Do you ensure your company meets worker related legislation? (e.g wages, hours, health & safety) Please share what you have in place to support this. | Yes/ No. If yes, Give details |
| **4) Environmental Standards** |
| Do you ensure that your company meets all required local laws/regulations covering the environment? Please share what you have in place to support this. | Yes/ No. If yes, Give details |
| Do you have an environmental policy in place? |
|
|  |  |  |  |
| **5) Experience & Customer Reference** |
| Please provide details of 3 customers/clients for whom you have completed contracts for in the recent years, willing to provide a reference. If available, attach reference letters. |
|
|  | Reference 1 | Reference 2 | Reference 3 |
| Customer/Organisation |  |  |  |
| Contact name |  |  |  |
| Telephone No |  |  |  |
| Date awarded contract |  |  |  |
| Contract scope and details |  |  |  |
|  |  |  |  |
| **5) BANK DETAILS** |
| Please Provide the Detail of your bank information for payment:Account Name:Bank Name: Branch Name & Address:Routing Number: |
|

**I undersign declare that, all information provided hereby is authentic and if there are any misconduct or inappropriate found then this will be subject to law & order following the legal act of Bangladesh government.**

|  |  |  |  |
| --- | --- | --- | --- |
| Name : |  | Position : |  |
| Date : |  | Signature : |  |

# Appendix E: PRICE PROPOSAL

**Note: Total Requirement is 05set (set up hearing test room and supply hearing test devices). The price is asked here for single unit, where after signing of the supply of contract, DRRA will issue purchase order as per need, following the unit price agreed with selected supplier/ service provider.**

**Please use the below template and print in your company letterhead pad and submit it a separate envelop mentioning the Tendering number and financial Offer- “Appendix E” on the top of the closed envelop.**

**DETAIL SPECIFICATION:**

**IF REQUIRE, PLEASE USE SEPARATE SHEET/ENCLOSED ORIGINAL BROCHURE OF THE ITEMS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SL** | **Items Description**  | **Detail Specification** | **Quantity** | **Unit** | **Unit Price** |
| **1.** | **Specification of Diagnostic Tympanometry with Thermal Printer and Licensed Software (MDS):*** 226 Hz for traditional Y-curve tympanometry
* 226 Hz: 85dB SPL ± 2dB
* Frequency Accuracy: ± 0,5%
* Harmonic distortion: Less than 1%
* Reflex test method: Threshold, Automatic, Manual
* Stimulus duration: 0,5, 1 or 2 sec.
* User selectable protocols for all test methods
* Ipsi or Contralateral stimulation for all reflex test
* Automated peak search functions available for all test methods
* Manual Reflex: Pump manual control of all stimuli
* Reflex Decay: Threshold, Automatic
 |  | **1** | ***Nos*** |  |
| **2** | **Specification of Diagnostic Digital Audiometer:*** Touch Key operation
* Automatic Synchronized Tone and Masking
* Unlimited Test Memory
* Sturdy Built for longevity
* Highly Portable
* PC Based Diagnostic Audiometer with Licensed Software
 |  | **1** | ***Nos*** |  |
| **3** | **Specification of Otoscope:*** A contemporary, precision engineered pocket otoscope.
* LED bulbs for consistent light output and bright, clear illumination with excellent color rendering.
* Twice as bright as xenon halogen instruments
* Bulb situated away from the battery to keep cool and preserve battery life.
* Exclusive battery performance indicator - the light fades according to the current charge of the battery.
* Operation time of up to 10 hours.
* Maintenance-free operation - no need to ever replace the bulb.
* Easy clean swivelling viewing window.
* 3x magnification lens
* Rechargeable Alkaline battery (04 pcs) with charger
 |  |  |  |  |
| **4** | **Specification of Sound level meter and room thermometer:*** Microphone 1/2 inch Condenser Microphone
* Measuring Range 30~130 dBA, 35~130 dBC
* Accuracy ±1.5dB
* Frequency Weighting A & C
* Frequency Range 31.5Hz~8.5KHz
* Sampling Rate 2 times / sec
* Range Selection 4 modes
* Digit & Resolution 5 digits & 0.1 dB
* Time Weighting Fast / Slow Standard According to IEC651 TYPE 2 & ANSIS1.4 TYPE 2
 |  | **1** | ***Nos*** |  |
| **5** | **Specification of Paediatric Audiometer*** Portable handheld screening audiometer
* Pure tone signal from 15 to 100 dBHL
* Test frequencies of 500, 1000, 2000 and 4000 Hz
* Powered by batteries
* Comes with DD45 headset
 |  | **1** | ***Nos*** |  |
| **6** | **Specification of Rattle** * Musical Instrument (Handheld)
 |  | **1** | ***Nos*** |  |
| **7** | **Specification of Tambourine** * Musical Instrument (Handheld)
* Wooden/ Plastic Made
 |  | **1** | ***Nos*** |  |
| **8** | **Specification of Toys for destruction** * Minimum 5 sets of Toys Item (Example: Animals, fruits, Wooden puzzle etc.)
 |  | **1** | ***Nos*** |  |
| **9** | **Specification of Baby chair and table** * Plastic/ Wooden made (Standard size)
 |  | **1** | ***Nos*** |  |
| **10** | **Sound prof room:** **Room Size: 140SFT (estimated, actual could vary)**Ensure no echo in the room. This can usually be achieved using absorption within the walls and ceiling in an existing room.Wall: Supplying, Fitting, Fixing and Installation with all accessories of falls wall. Wall Sound proof with proper layer of materials • Partex 18 mm board (Best quality)• Board color can be selected by availability• 3-5 mm perforation for sound absorption (All the board) • Garjan wood Frame 2’/2’ • 2’ Foam/ Cock sheet for sound absorption • All fittings will be fitted by part by part by screw. It will be reusable/ shift able without major damage. • Door Rubber Seal for sound blocking**Celling:** Supplying, Fitting, Fixing and Installation with all accessories of false celling. Partex Board Celling with Wooden Frame**Door:** Sound reducing doors, windows and ventilation systems are essential for testing purposes. |  | ***1*** | ***SFT*** |  |
| **11** | **Electrical:** Electrical wearing and setup power points and connection switches for* 1 Ac connection
* 1 fan connection with wall fan
* 2 light connection with LED light
 |  | ***1*** | ***Room*** |  |
| **12** | **Air Conditioner: 1.5 Ton**Rotary Compressor, built-in inverter, auto power off/on ***Please share the detail specification with manufacturer details, warranty & after sales services.*** |  | **1** | ***Nos*** |  |
| **13** | **Wall Mount Fan*** High Speed & High Air Delivery
* With 3 Speed Regulator Control system
* 3 Speed(Low/Medium/High) selection
* Automatic Oscillation system
* Safety Thermal protection for AC Motor.
 |  | **1** | ***Nos*** |  |
| **14** | **LED Tube Light Set with LED Light (15-18W)****1 set = LED TUBE + TUBE SET** |  | **1** | ***Set*** |  |
| **15** | **Executive Table with drawer****Laminated Board Table with two drawer**Please share detail of the product |  | **1** | ***Nos*** |  |
| **16** | **Executive Chair:** Equivalent to Navana/Akhter/OtobiPlease share detail of the product |  | **1** | ***Nos*** |  |
| **17** | **Visitor Chair:** Equivalent to Navana/Akhter/OtobiPlease share detail of the product |  | **1** | ***Nos*** |  |

# Appendix F: CONTRACT TEMPLATE

Contr. /No: ……………………………

**CONTRACT FOR THE PROVISION OF SUPPLY AND SERVICES**

Between

Disabled Rehabilitation and Research Association (DRRA) is a non-government organization working for the protection and promotion of rights of the persons with disabilities in Bangladesh and registered with NGO AB, based at house 2/5, road 1, Shyamoli, Dhaka 1207, represented by Ms. Farida Yesmin, **Executive Director.**

hereinafter “DRRA”,

on the one hand,

**And**

M/S ………………………. based at ………………………….., Phone: represented by ……………….

hereinafter the “Service Provider”

on the other hand,

Considering that:

Under Essential Healthcare for the Disadvantaged in Bangladesh (EHD) consortium project leading by Concern World Wide where CBM-DRRA is the implementing partner for inclusion of the person with disabilities in all aspect of the project initiatives.

As a part of the project activities, it is requiring to engage supplier for set up Hearing Test room in 06 hospitals and supply of Hearing Test Equipment as of Annex A.

NOW THEREFORE THE PARTIES HAVE AGREED TO THE FOLLOWING TERMS AND CONDITIONS:

**ARTICLE 1: SUBJECT-MATTER**

This Agreement between DRRA and the Service provide/Supplier following the advertisement Hearing Test Equipment Setup through The Daily Newspaper and [www.bdjobs.com](http://www.bdjobs.com) on XXXXXX concerning setup-supply soundproof room and Equipment for hearing test.

DRRA entrusts, and the Service Provider agrees to perform and be responsible for the following duties outlined below under the Service Provider Duties and Obligations as per attached Terms of Reference (TOR), Annex 1.

*Any different type of services, not similar to above listed services that DRRA or the Service Provider would like to perform, will be proposed and contracted separately.*

DRRA obligations:

* Within availibility, DRRA will provide all relevant support, information following the ToR (Annex1) and will introduce supplier/service provider by introducing and thier role to Consortium partner and other relevant organisations in discharging thier activities under this contract.
* Inform the Service Provider of any improvement feedback relating the service performance as soon as possible.

This contract may be terminated at any time if either party fails to perform their duties in a satisfactory manner.

**ARTICLE 2: VALIDITY AND START DATE**

The Contract shall be validated upon its signature by both parties. It shall come into force on XXXXXXX to XXXXXXXX

**ARTICLE 3: THE SERVICE PROVIDER/SUPPLIER’S OBLIGATIONS**

The Service Provider/Supplier pledges to provide supply & services, which constitute the subject-matter of the Contract, in good faith, in accordance with the highest standards of profession and with due care and attention following the specification as of annex A.

The Service Provider/Supplier must be fully up to date with all work-related, tax and other administrative obligations for which shall be fully liable to the relevant bodies.

The Service Provider/Supplier cannot enter into any commitments whatsoever on behalf of DRRA (signature of any contract, financial commitment, etc)

The Service Provider/Supplier shall be personally liable for it acts, which shall only be binding upon it in its dealing with the local authorities and third parties.

During the assignment, the Service Provider/Supplier shall abstain from any proselytising, promotion or propaganda, including of an ideological, religious or philosophical kind, which would run counter to the apolitical and neutral position of DRRA.

The Service Provider/Supplier pledges to comply with all local bye-laws in the course of its professional activities and to act in accordance with the Code of Conducts, Conflict of Interest of DRRA as well as DRRA’s policies for Gender Policy, which are appended hereto.

The Service Provider/Supplier pledges not to do anything that might jeopardise the presence of DRRA in the field.

The Service Provider/Supplier pledges to refrain from any action which might damage the reputation and the image of DRRA.

At the end of her assignment, the Service Provider/Supplier pledges to submit a report on the services provided to DRRA with a view to their validation.

It is up to the Service Provider/Supplier to ensure that it has the requisite means of production to accomplish this assignment.

**ARTICLE 4: INVOICING AND SERVICES**

Payment will be done after successful delivery and completion of works. The Service Provider/Supplier should invoice to DRRA with Delivery challan and work completion report signed by duly authorised responsible.

The payment will be done in the following manner:

* Payment will be done by AC Payee Cheque.

From all payment applicable VAT & TAX shall be deducted at the source by DRRA as per rules of the Government of Bangladesh.

All the expenditure should have sufficient and appropriate supporting documents. Service Provider will get fees based on agreed deliverables and any reimbursable expanses based on actual and original receipts as per proposal.

DRRA shall declare all of the Service Provider/Supplier services to the tax authorities.

The Service Provider/Supplier shall invoice DRRA Bangladesh for the following services and ensure deliverables as of ToR, Annex 1: -

**ARTICLE 5: PROMOTION AND CONFIDENTIALITY**

The Service Provider/Supplier shall maintain strict confidentiality over it activities and shall not use the facts or information to which it gained knowledge through it assignment as a consultant/firm, whether for own benefit or for the benefit of anyone else, during the period of validity of the Contract or afterwards. The Service Provider/Supplier pledges not to publish, to distribute or to publicise, throughout the duration of the Contract and at any point in time thereafter, without the prior express written authorisation of DRRA, the outcome of it activities under the Contract or the documents or information provided, produced and received, which shall remain the property of DRRA.

**ARTICLE 6: AUTHORISATION TO USE DRRA AS A REFERENCE**

The Service Provider/Supplier may only mention it work accomplished on behalf of DRRA as a reference subject to securing the prior express written authorisation of DRRA.

DRRA pledges to respond to the request within a reasonable timescale.

**ARTICLE 7: SUBCONTRACTING**

The Service Provider/Supplier pledges not to subcontract any of its obligations wholly or partly without the prior express written approval of DRRA.

**ARTICLE 8: SETTLEMENT OF DISPUTES**

In the case of dispute upon this Contract, both sides accept jurisdiction of the competent Court in Bangladesh.

**ARTICLE 9: ANCILLARY DOCUMENTS**

All the documents that are appended to the Contract form an integral part thereof and form an indivisible whole together with the main body of the Contract.

List of the documents appended to this Contract to be completed if need be:

1. *Terms of Reference (ToR)*
2. *Annex A*
3. *Tenderer Offer*
4. *DRRA Code of Conduct*
5. *DRRA Conflict of Interest policy*
6. *DRRA Gender Policy*

*In Dhaka, on…………………………*

*Signatures should be preceded by the annotation “read and approved”*

The Contract is signed at Dhaka on ……………………… in two originals, one of which was provided to each of the parties.

DRRA Service Provider/Supplier

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

Farida Yesmin XXXXXXXXXXXXXX

Executive Director, DRRA