



ALIMCO

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA

(A GOVERNMENT OF INDIA UNDERTAKING)

UNDER MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT

AN ISO 9001:2015 COMPANY, G T ROAD, KANPUR – 209217

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ISO : 9001:2015

EOI Ref. No.: DGM/MB/EOI/Hearing Aid Services/AY, Dtd. 04.11.2020

CALL FOR EXPRESSION OF INTEREST

Incorporated in the year 1972, **ALIMCO**, a Govt. of India Undertaking functioning under the aegis of Department of Empowerment Persons with Disabilities (DEPwD), is one of the largest Manufacturer & Distributor of Assistive Aids & Devices for Divyangjans and Senior Citizens in India. **The Corporation distributes approx 1.2 to 1.5 lacs Digital Non Programmable Hearing Aids (BTE) every year to 60000 to 62000 Hearing Impaired beneficiaries on PAN India basis. These BTE aids require fitment, tuning, adjustment and training to its users during the lifecycle of these BTE.**

ALIMCO intends to expand market in order to serve more and more Divyangjans and Senior Citizens.

Thus, ALIMCO invites EOI (Expression of Interest) from Reputed Organizations/Agencies having Pan India presence for outsourcing services of Audiologists for fitment, counselling, administration, training and management of Digital Non Programmable Hearing Aids / Programmable Digital Hearing Aids (DPHA) to be distributed by Corporation to the Hearing Impaired beneficiaries under ADIP and RVY scheme of Govt. of India and other camps been organised by the Corporation . It is also required to repeat the training/consultation at least two times in a year and a firsthand satisfaction report along with feedback/suggestion from user is also to be obtained.

LEADING Organizations / Agencies / Private Parties having Pan India presence in the field, having capabilities to provide desired number of qualified human resource for above mentioned work may send their proposal by writing to us giving complete details of their Business, product portfolio, reach, market cap etc.

Proposal can be sent by post / email at the above mentioned address so as to reach us on or before 26th Nov 2020.

Sanjay Singh
Dy. General Manager (Marketing)
ALIMCO-Kanpur

REQUEST FOR EXPRESSION OF INTEREST

FOR

ALIMCO thus invites EOI (Expression of Interest) from Reputed Organizations/Agencies having Pan India presence for outsourcing services of Audiologists for fitment, counselling, administration, training and management of Digital Programmable Hearing Aids (DPHA) /Non programmable Digital Hearing Aids to be distributed by Corporation to the Hearing Impaired patients in ADIP, RVY and other camps. It is also required repeat training/consultation at least two times in a year and a firsthand satisfaction report along with suggestion from user is also solicited.

‘THIS IS A NON-COMMITTAL EOI’

The Corporation may after taking response from all the participants, as the case may be, select likely Agencies to be favored with RFP. The Request for Proposal (RFP) will be issued to the shortlisted Vendors. RFP will normally be issued under two-bid system and the technical bids are opened first and evaluated based on terms/ criteria (including the method of procurement in case of procurement of consultancy services. The price bids are to be opened only of those bidders who are found to be technically acceptable or getting minimum acceptable score.

However, after the EOI stage, if Corporation is of the view that there is likelihood of further participation by many more bidders and to avoid getting trapped into a legacy technology or there being limited participation by the vendors at EOI stage, resulting to the limited covering of the country’s Hearing Impaired Divyangjan or Hearing Impaired Senior Citizens, **the RFP in such eventuality, may not be restricted only to the shortlisted bidders of EOI stage.**

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Introduction to ALIMCO

ALIMCO was set up in 1972 by Government of India for manufacture and distribution of Aids & Appliances for persons with disabilities, has emerged as one of the largest manufacturers of artificial limbs and rehab aids in South Asia today, headquartered in Kanpur- Uttar Pradesh, it is working under the aegis of the ministry of Social Justice & Empowerment, Govt. of India. ALIMCO produces 26 categories of products with about 264 variants under the following heads:

- Orthotic and prosthetic appliances
- Mobility Aids
- Aids for hearing Impaired
- Aids for visually Impaired
- Aids for Mentally challenged
- Fitment Tools and Equipment
- Assistive Devices for Leprosy affected Persons

ALIMCO has a wide reach and rich experience of working with various stakeholders in the Disability space in India.

- The company has provided for more than 4.50 million beneficiaries, covering geographical area of 3.28 million Sq. Kms. Encompassing approx. 600 districts & 5500 blocks within 37 States/Union territories in India.
- Main manufacturing unit is in Kanpur, Uttar Pradesh along with Auxiliary Production and Regional Marketing Centres spread across 10 cities.
- Works in the servicing space and conducts camps in association with various state governments, district authorities for fitting and distribution of aids and appliances as well as providing daily assistive living devices to the Sr Citizens of BPL Category.
- ALIMCO has registered impressive growth in its top line and bottom line over the past few years with sales of INR Rs.341.87 Crores in FY 2018-19 and sale of INR Rs. 336.13 Crores in FY 2019-20.

The key strengths of ALIMCO include:

- **PAN India presence and Deep access to Indian market**
 - Strong distribution and dealer network, complemented by experience of working with various government sponsored programs, bodies and policies.
- **Understanding of the local context**
 - ALIMCO has In-depth understanding of the Indian disability space as well requirement of age related infirmity of senior citizens including the unique requirements for localization of product features to ensure adoption.
- **Goodwill &social mandate**
 - ALIMCO has a social mandate to provide quality disability aids for the poor. Over the time it has built considerable goodwill and reputation in the disability space.

Background to the request for EoI

Corporation has been distributing non programmable Digital Hearing Aids (BTE) for the last eight years to the Divyangjan with due process of assessment and distribution. The Corporation distributes approx 1.2 to 1.5 lacs digital non programmable Hearing Aids (BTE) per year to approx 60000 to 62000 Hearing Impaired patients on PAN India basis. These BTE requires fitment, tuning, adjustment and training on the uses of these during the lifecycle of BTE. The number of beneficiaries receiving hearing aids at HQ & Centres of ALIMCO as also in camp mode, varies from couple of hundred to thousands.

However, in the present conditions ALIMCO does not have sufficient number of qualified Audiologists. As against capacity of 200 patients per day fitting of conventional BTE by an Audiologist, fitting of DPHA requires extensive work and an estimated 50 patients can only be fitted with DPHA by an Audiologist. Thus, In this context ALIMCO is inviting expression of interests from Reputed Organizations/ Agencies having Pan India Presence for outsourcing services of Audiologists on an average of 02 qualified Audiologists on a given day of camp per 100 hearing impaired patients. They will be required for assessment and distribution camps for dispensing of DPHA/Non Programmable Digital Hearing Aid for adjustments, programming, tuning, management and fitment. Also they shall be required to repeat the training/consultation/advise for uses/adjustment at least two times in a year (equally dispersed time interval). Further it also desired that reports will be submitted by such audiologist/agency with first hand satisfaction report and suggestion from the user. A broad scope of work to be undertaken by the agencies is attached as **Annexure-I**, with this request for EOI

Thus, there is a requirement to seek participation of Organizations / Agencies / Private Parties Having capabilities to provide desired number of aforesaid qualified human resource for afore mentioned services.

Objective of the EoI

ALIMCO thus invites EOI (Expression of Interest) from Reputed Organizations/Agencies having Pan India presence for outsourcing services of Audiologists for fitment, counselling, administration, training and management of Digital Programmable Hearing Aids (DPHA) /Non programmable Digital Hearing Aids to be assessed and distributed by Corporation to the Hearing Impaired patients in ADIP, RVY and other camps. It is also required repeat training/consultation at least two times in a year and a firsthand satisfaction report along with suggestion from user is also solicited.

- **High level expectations from Outsourced Services:**
 - The outsourced Expert Services are required to augment internal capabilities of the Corporation during assessment, distribution and follow up for fitment, counselling, adjustment etc of Digital Programming Hearing Aids/ Non Programmable Digital Hearing Aid in future camps.

Response format

Expression of interest is solicited from interested firms, providing information in the following format:

S.No.	Criteria	Description
1	Organizational Profile	Overview of the organization
2	Experience	A short description of firms experience in providing desired number of qualified human resource along with profiles of key personnel.
3	Outsourced Services Portfolio	Portfolio and description (including brochures of services)
4	Geographies and Markets	The geographies and markets currently served by the firm on Pan India Presence.
5	Financial track record	Financial parameters demonstrating firms sustainability over 5 years preceding the date of submitting the EoI
6	Demonstrated success in requisite Hearing Aid field	Overview of profitable category of services imparted.
7	Relevant quality certification / accreditation	List of quality certification/ accreditations in the relevant field.
8	Past experience with such Outsourced services	Any outsourced services done in the past with brief overview of the party involved and scope of Engagement.
9	Number of qualified Professionals on roll/affiliated with agency	Details of qualified Professionals (audiologist degree/diploma holders) with their names/personnel number (if any) to be attached with EOI.
10	Proposed/suggested modus-oprendi to be adopted by the agencies for the service of Programmable /Non Programmable Digital Hearing Aid	May include a separate sheet stating the complete mechanism.

Important dates and contact details

- Interested parties are requested to submit in their response to this request for **EOI by 26th Nov 2020 in electronic format.**
- Queries to the request for EOI may be submitted in writing or over email, latest by 12th Nov 2020 on email address given below:

e-mail: dgm_mr@alimco.in, ls@alimco.in

- **For any clarifications, interested parties may contact or visit ALIMCO on any working day on or before 26th Nov 2020 :**

Contact Persons:

Name: Sanjay Singh
Designation: Deputy General Manager
Department: Marketing Deptt.
Cell no.: 09452932539/8009864200

Scope of Work for outsourcing services of Audiologists for fitment, counseling, administration, training and management of Digital Non Programmable Hearing Aids / Programmable Digital Hearing Aids (DPHA) to be distributed by Corporation to the Hearing Impaired beneficiaries in ADIP, RVY and CSR Camps

Hiring service providing agencies for 04 purposes:

1. To provide qualified audiologist for assessment of beneficiaries for ALIMCO's BTE Hearing Aids up to block level during assessment camps of ADIP, RVY, ADIP-SSA, CSR
2. To provide qualified audiologist for distribution of ALIMCO's BTE Hearing Aids to beneficiaries up to block level during distribution camps of ADIP, RVY, ADIP-SSA, CSR
3. To undertake the task of setting the hearing aid during distribution & on receiving the complaints subsequent to distribution done by them.
4. To undertake task of counseling/adjustment/repair/replace for the hearing aids distributed earlier by corporation in last 03 years.

Scope of Work

1. Tenderer should provide services of Audiologists for assessment, fitment, counseling, administration, training and management of Digital Programmable Hearing Aids (DPHA) /Non programmable Digital Hearing Aids, to be distributed by Corporation to the Hearing Impaired patients under ADIP, RVY or any other scheme of Ministry of Social Justice & Empowerment, GoI in camp mode or otherwise. It is also required repeat training/consultation at least two times in a year and a firsthand satisfaction report along with suggestion from user is also solicited.
2. Services are to be provided in 03 broad categories:
 - Assessment Camp: Assessment of beneficiary in the assessment camp with plotting the audiogram of the Divyangjans / Sr. Citizens & obtain the hearing loss at locations of assessment camps. The assessment camp/s may be organized at any number of locations in any district of the States / UTs of India.

**In case of Digital Programmable Hearing Aids, programming will be done by the tenderer in ALIMCO / Tenderer premises.*

- Distribution Camp: The fitment of BTE & pre/ post fitment counseling & training of beneficiary be done in the distribution camps any locations as directed.
 - Post Distribution: Post distribution support service;
 - i. Post distribution complaint redressal of BTEs distributed by tenderer including counseling & minor adjustments.
 - ii. Post distribution complaint redressal of BTEs not distributed by tenderer including counseling & minor adjustments.
3. The tenderer are required to depute their team (only valid RCI registered audiologist) along with required hardware/software/clinical experts in the field in each of the assessment camp & subsequently to undertake fitment of the same during Distribution Camp. The assessment of beneficiaries with respect to BTE is required to be done in respect of each eligible beneficiary in the assessment camp. The schedule of assessment/distribution camps will be intimated to you time to time thru e-mail/letters by Marketing Department (DGM-MR) / I/c AAPCs/ RMCs or by their representative at least 5 days prior to holding of assessment/distribution camps.
 4. You will be bound to depute your team with necessary equipment/clinical experts etc at the camp site to undertake the assessment/fitment work.
 5. The assessment of the beneficiaries are required to be done in respect of each beneficiary as have been assessed during the Assessment Camp and the same is required to be fitted / distributed on a pre-scheduled date in the Distribution Camp which will be organized by ALIMCO pertaining to different Assessment Camps held in and around the State as specified above i.e. Block/Village / District etc. The distribution camps are held after a suitable gap of time after completion of Assessment camp.
 6. The tenderer are required to undertake complete assessment of each & every beneficiary on the same day who have been found eligible by ALIMCO team during the Assessment Camp. The copy of assessment slip in respect of each beneficiary is required to be submitted to ALIMCO in prescribed format to be prepared/ provided in consultation with ALIMCO (Marketing team) by the tenderer.
 7. Inspection: The quality Inspection will be done by ALIMCO - QC representative during any stage / before / during the time of Assessment or fitment/distribution/post distribution.