



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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EOI Ref. No.: DGM/MB/EOI/Hearing Aid Services, Dtd. 04.02.2020

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 in Assistance to Disabled Persons for Purchase / Fitting of Aids and Appliances (ADIP) scheme, Rashtriya Vayoshri Yojna (RVY) scheme of Govt. of India and other camps. 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 28th Feb'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

Contents

Introduction to ALIMCO	
Background to the request for EoI	
Objective of the EoI	
Response format	
Important dates and contact details	

Introduction to ALIMCO

ALIMCO 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, 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 handicapped
- 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.
- ALIMCO has registered impressive growth in its top line and bottom line over the past few years with FY 2018-19 sales of INR Rs.341.87 Crores (Y-o-Y growth 50% from Rs. 228.50 Crores to Rs. 341.87 Crores).

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 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 primarily be required for 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.

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 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 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-opendi 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 28th Feb 2020 in electronic format.**
- Queries to the request for EOI may be submitted in writing or over email, latest by 20th Feb 2020 on email address given below:

e-mail: dgm_mr@alimco.in

- **For any clarifications, interested parties may contact or visit ALIMCO on any working day on or before 1²th Feb 2020 :**

Contact Persons:

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