GiftAbled Foundation

Kasturinagar, Bangalore

REQUEST FOR PROPOSAL (RFP)

for the

Procurement, Fitment and Post-Fitment Support of Hearing Aids

for Children and Adults with Hearing Impairment and Associated Disabilities

Community-Based Rehabilitation Program | Uttar Pradesh

Risk-controlled assistive-device procurement with audiological assessment, minimum technology standards, verification, custom fitting and after-sales service

RFP Reference No.	RFP/GF/HA/2026/001
Mode of Submission	Email / two-bid system
Date of Issue	08/ July / 2026
Last Date & Time for Submission	24/ July/ 2026, 11:59 PM IST
Submission Email	accounts@giftabled.org
Contact Person	Rajesh R
Project / Program	Community-Based Rehabilitation (CBR) / Svastya / Inclusive Education and Community Health Support
Delivery / Fitment Location	Balrampur District and other GiftAbled-notified CBR locations in Uttar Pradesh
Estimated Beneficiaries	To be finalised through GiftAbled-provided beneficiary-wise audiometric / audiological assessment and approved work order
Bid Validity	120 days from the last date of submission

This document is confidential, non-transferable and intended only for invited / eligible bidders.

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Disclaimer

This Request for Proposal ("RFP") is issued by GiftAbled Foundation (the "Purchaser") solely to invite proposals from eligible vendors for procurement, fitment and post-fitment support of hearing aids and related accessories for children and adults with hearing impairment and associated disabilities/issues under GiftAbled's Community-Based Rehabilitation program in Uttar Pradesh. It is neither an agreement nor an offer by the Purchaser to any bidder or other party.

The information in this RFP is intended to assist bidders in preparing their proposals. Bidders must conduct their own independent assessment of regulatory compliance, product suitability, clinical appropriateness, field feasibility, after-sales service and legal requirements before submitting a proposal.

This RFP is not for direct retail sale or unsupervised distribution of sound amplifiers. Hearing aids are assistive medical devices and shall be supplied, programmed and fitted only against beneficiary-wise audiometric / audiological assessment details provided by GiftAbled and approved device requirements. ENT / medical review shall be mandatory wherever red flags are identified.

The Purchaser reserves the right to amend, modify, suspend, cancel or withdraw this RFP at any stage, in whole or in part, and to accept or reject any or all proposals without assigning any reason and without incurring liability. The issue of this RFP does not bind the Purchaser to procure any quantity or enter into a contract with any bidder.

1. Introduction and Background

GiftAbled Foundation is implementing Community-Based Rehabilitation (CBR), early intervention, inclusive education, health and livelihood-linked programs in Uttar Pradesh. Many children and adults with hearing impairment in rural and low-resource settings face barriers to timely screening, audiological assessment, suitable device selection, custom ear moulds, device programming, counselling, school/home use and follow-up repair support.

Hearing aid procurement under this RFP is intended to be an end-to-end support process, not merely a device purchase. The selected vendor is expected to support screening camps, beneficiary-level assessment, appropriate device recommendation, custom ear moulding, programming, fitment, counselling, documentation, warranty and after-sales services in coordination with GiftAbled's field team and local health/education stakeholders.

Beneficiaries may include children and adults with hearing impairment and associated issues such as speech and language delay, developmental delay, cerebral palsy, autism, intellectual disability, multiple disability, deafblindness, neurological conditions, poor school participation, communication barriers, elderly hearing loss, low literacy, low caregiver awareness and difficulty in maintaining assistive devices. Therefore, device selection, fitting and follow-up must be safe, individualised and field-friendly.

1.1 Objectives of the Procurement

- To procure safe, certified, new and suitable hearing aids and related accessories for children and adults with hearing impairment under GiftAbled's CBR program in Uttar Pradesh.
- To ensure that every hearing aid is supplied based on GiftAbled-provided beneficiary-wise audiometric / audiological assessment and approved device requirement, followed by proper programming, fitment and counselling.
- To define minimum hearing aid technology standards, including sufficient channels/bands, WDRC, feedback cancellation, noise reduction, output limiting and standardised programming features.
- To ensure paediatric and adult fittings follow standard fitting approaches such as DSL v5.0 for paediatric fittings and NAL-NL2 for adult fittings, wherever supported by the device and fitting software.
- To strengthen post-fitting verification through aided audiogram, functional listening checks, caregiver/user feedback, data logging review and Real Ear Measurement (REM) for paediatric fittings wherever feasible.
- To prevent unsafe or inappropriate distribution of generic sound amplifiers, obsolete devices, refurbished devices, wrongly powered devices or devices without proper programming and follow-up support.
- To provide custom ear moulds/ear tips, batteries or chargers, cleaning kits, caregiver/user instructions and follow-up support as part of the procurement package.
- To integrate hearing aid distribution with GiftAbled's assessment process, ENT referral wherever required, speech-language intervention, inclusive education support, caregiver counselling and community follow-up.
- To obtain competitive pricing, reliable supply, warranty, repair support, spare parts availability and beneficiary-level documentation.
- To reduce beneficiary risk, program risk and legal liability for GiftAbled by applying medical-device, audiological, data protection and safeguarding requirements.

2. Scope of Supply, Fitment and Support

The selected bidder shall supply, fit, program, verify and support approved hearing aids and related accessories as per work order(s) issued by GiftAbled. GiftAbled shall provide beneficiary-wise audiometric / audiological assessment details and approved device requirements before final supply / fitment. The Purchaser may procure one or more device categories depending on age group, degree/type of hearing loss, associated disability, pilot results, budget and local service feasibility.

Particular	Details
Item	Digital programmable hearing aids meeting minimum technology standards, custom ear moulds / ear tips, tubes, domes, batteries or rechargeable accessories, cleaning / dry kit, retention accessories, user manuals, counselling materials, post-fitting verification and after-sales service. Optional remote microphone / FM-compatible accessories may be quoted separately.
Beneficiary group	Children and adults with confirmed or suspected hearing impairment under GiftAbled's CBR program, including persons with associated developmental, communication, cognitive, neurological or multiple disability-related support needs.
Device categories	Behind-the-ear (BTE), receiver-in-canal / receiver-in-the-ear (RIC/RITE) where appropriate for adults, power / super-power BTE, paediatric BTE, body-worn / pocket hearing aid only where clinically justified, and other approved assistive listening devices as optional items.
Excluded products	Generic personal sound amplifiers, unregulated amplifiers, refurbished / second-hand devices, obsolete stock, devices with fewer than the minimum required technology features, devices without serial numbers, devices without warranty, and devices that cannot be programmed or serviced locally.
Delivery / fitment location	Balrampur District and other notified blocks/centres/camps in Uttar Pradesh. Exact location(s), schedule and logistics will be confirmed in work order(s).
Trial requirement	Shortlisted vendors may be required to provide sample devices and support a small fitment pilot before bulk procurement.
Quantity	Final quantity and device category mix will be determined after GiftAbled beneficiary screening, audiometric / audiological assessment, budget approval and work order.
Documentation	GiftAbled-provided assessment reference, approved device requirement, device serial number, ear side, ear mould details, programming/fitting formula record, aided audiogram/functional verification, warranty card, battery/charger/consumable support record, counselling record, follow-up plan and complaint/service log.

2.1 Beneficiary Coverage and Age-Wise Safeguards

Beneficiary Group	Permitted Approach / Safeguard
Infants / toddlers below 3 years	No routine camp-based hearing aid distribution without GiftAbled-confirmed paediatric ENT/audiology pathway. Fitment only after GiftAbled provides objective testing / paediatric assessment details such as OAE/BERA/ASSR or equivalent, ENT review where required, approved device requirement, custom paediatric ear mould, caregiver counselling and scheduled follow-up. Referral for early intervention and speech-language therapy must be documented.
Children 3-18 years	Fitment only after GiftAbled provides appropriate audiological assessment details and approved device requirement. Paediatric BTE devices with tamper-resistant battery doors, retention options, suitable ear moulds and caregiver/school counselling are preferred. Follow-up is required because ear moulds and fitting needs may change with growth.
Adults 18-60 years	Fitment based on GiftAbled-provided audiogram / assessment details, communication needs, dexterity, employment/livelihood context, phone use, literacy and ability to maintain the device. BTE/RIC/RITE or other appropriate devices may be considered as per approved requirement.
Older adults / elderly beneficiaries	Additional counselling on realistic benefit, handling, battery/charging, wax/moisture care, cognitive limitations, family support and follow-up is required. Device selection should consider ease of use and maintenance.
Beneficiaries with multiple disabilities	Device selection and counselling must consider motor difficulty, sensory sensitivity, intellectual disability, autism, cerebral palsy, deafblindness, seizure history, behavioural concerns, communication mode and caregiver capacity. Adapted counselling and extended trial may be required.
Severe/profound or complex hearing loss	Vendor must not push routine hearing aids where cochlear implant, medical/surgical treatment, bone-conduction device or higher-level referral may be more appropriate. Referral pathway and counselling must be documented.

2.2 Procurement Workflow

Stage	Minimum Requirement
Step 1 - Community Screening	Identification through CBR staff, school/community camps, ASHA/Anganwadi/teacher referrals and caregiver interviews. Basic hearing-screening observations may be used, but screening is not a final prescription.

Stage	Minimum Requirement
Step 2 - Medical Red Flag Check	Ear discharge, pain, wax obstruction, recent/sudden hearing loss, dizziness, active infection, trauma, fever, unilateral sudden loss, severe tinnitus or other medical concerns must be referred before fitment.
Step 3 - Audiometric / Audiological Assessment by GiftAbled	GiftAbled will arrange / provide beneficiary-wise audiometric or audiological assessment details, such as PTA, speech audiometry, tympanometry/impedance, OAE/BERA/ASSR or other age-appropriate assessment, as applicable. Vendor shall not treat community screening as final prescription.
Step 4 - Approved Device Requirement	GiftAbled will share beneficiary-wise approved device requirement / prescription including device type, ear side, power category, minimum technology requirements, ear mould/ear tip and accessories wherever available. Bilateral fitting shall be considered only where clinically indicated and approved.
Step 5 - Ear Mould / Ear Tip	Custom ear mould impression, manufacture and fitting. Soft hypoallergenic moulds are preferred for children wherever appropriate. Poor-fit moulds causing feedback, pain, discomfort, loose fit or acoustic leakage must be remade within the agreed timeline. Children should undergo scheduled ear mould review every 3-6 months where feasible/approved.
Step 6 - Programming and Fitment	Vendor shall program and fit devices as per GiftAbled-provided assessment / approved requirement. Paediatric fittings should use DSL v5.0 wherever supported; adult fittings should use NAL-NL2 wherever supported. Fitment must include comfort check, feedback check, safety/output limiting check, user/caregiver counselling and documentation.
Step 7 - Verification and Trial	Mandatory post-fitting checks shall include aided audiogram or aided speech/sound detection check, functional listening verification, feedback/comfort review and caregiver/user feedback. REM is recommended for paediatric fittings wherever feasible; test-box verification may be used where REM is not feasible. Ling sound detection checks should be documented for children wherever applicable.
Step 8 - Follow-up and Service	Follow-up at 7-14 days, 1 month, 3 months, 6 months and 12 months, or as mutually agreed. Repairs, remakes, battery/charger/consumable support, loaner-device support where feasible, usage data/data logging review and complaints must be tracked beneficiary-wise.

3. Eligibility Criteria

Only bidders meeting all mandatory criteria as on the last date of bid submission are eligible to participate. Bids that fail any mandatory criterion may be rejected at the eligibility stage without further evaluation. Each criterion must be supported by documentary evidence.

3.1 Mandatory Eligibility Conditions

SPECIAL MANDATORY CONDITIONS APPLY TO THIS PROCUREMENT

The following clauses are non-negotiable because hearing aid procurement involves medical-device compliance, individualised audiological fitting and long-term beneficiary safety. Non-compliance with any mandatory clause may render the bid ineligible.

Clause M-1 - Valid Regulatory Authorisation and Medical-Device Compliance (MANDATORY)

- The bidder/manufacturer/importer must hold valid authorisations required for manufacture, import, sale, distribution and servicing of the proposed hearing aid device(s) and accessories in India.
- Submit CDSCO registration/licence/import/manufacturing approval or other applicable medical-device documentation for each proposed device category, as applicable under current Indian law.
- Submit GST, PAN, legal registration documents and manufacturer/distributor authorisation where the bidder is not the original manufacturer.
- Submit product catalogue, technical datasheet, device classification, serial-number traceability, warranty terms and declaration that devices are new and not refurbished/used/obsolete.
- Personal sound amplifiers or non-medical amplification devices shall not be supplied as substitutes for hearing aids.

Clause M-2 - Qualified Fitment, Programming and Technical Support Personnel (MANDATORY)

- GiftAbled shall provide beneficiary-wise audiometric / audiological assessment details and approved device requirements for eligible beneficiaries. Based on these details, the selected bidder shall supply suitable hearing aids as per the technical specifications and beneficiary-wise requirement shared by GiftAbled.
- The bidder must ensure that hearing-aid programming, fitment, ear mould support, device demonstration, basic counselling and follow-up support are carried out by qualified / trained personnel with experience in hearing-aid fitting and servicing.
- Wherever professional audiology validation is required for programming, fitment concern, unusual hearing profile, paediatric case or non-acceptance, the bidder shall coordinate with an RCI-registered audiologist / qualified speech and hearing professional, either in-house or through a formal service arrangement.
- Hearing Aid and Ear Mould Technicians / trained service personnel may support ear moulding, minor repairs, device handling, troubleshooting and field-level support within their scope of practice.

- Beneficiary-wise device details, programming details, serial number, ear mould details, warranty information, counselling provided and follow-up plan shall be documented at the time of handover.

Clause M-3 - Supply Based on GiftAbled-Provided Audiometric Assessment (MANDATORY)

- No hearing aid shall be supplied or issued only on the basis of community screening, self-report, caregiver report or general disability status. GiftAbled shall provide beneficiary-wise audiometric / audiological assessment details to the selected bidder before final device supply.
- The bidder shall supply hearing aids strictly in accordance with the beneficiary-wise assessment, degree/type of hearing loss, age group, ear-specific requirement and device category/specification approved by GiftAbled.
- The bidder shall not change the recommended device category, ear side, gain category, fitting plan or technical specification without written approval from GiftAbled or the concerned qualified professional.
- If the bidder observes that assessment details are insufficient, unclear, outdated or inconsistent with the proposed device requirement, the bidder shall immediately notify GiftAbled in writing before supply or fitment. GiftAbled may arrange reassessment, clarification or referral as required.
- ENT / medical clearance shall be required wherever red flags or medically treatable conditions are suspected, including ear discharge, ear pain, sudden hearing loss, impacted wax, active infection, dizziness, trauma, congenital ear anomaly or any other medical concern.

Clause M-4 - Device Quality, Programming and Traceability (MANDATORY)

- All hearing aids must be new, digital, programmable, serial-numbered, warrantied and suitable for the degree/type of hearing loss for which they are supplied. Minimum technology standard shall include 8 or more channels/bands unless a specific lower-feature device is separately approved in writing by GiftAbled for documented reasons.
- Standard device features must include Wide Dynamic Range Compression (WDRC), feedback cancellation, noise reduction, safe output limiting, basic environmental/speech listening support and computer-based programming capability.
- Programming must document the fitting formula used. DSL v5.0 is preferred/expected for paediatric fittings wherever supported by the fitting software, while NAL-NL2 is preferred/expected for adult fittings wherever supported.
- The vendor must provide device-wise and beneficiary-wise traceability: brand/model, serial number, ear side, battery/rechargeable type, ear mould number, programming date, warranty start date and service contact.
- Device programming must include output limiting, loudness comfort checks, feedback checks, and documentation of beneficiary-wise settings to prevent over-amplification and ensure safe use.

Clause M-5 - Paediatric and Multiple-Disability Safety (MANDATORY)

- Paediatric devices must have child-safe features such as tamper-resistant / child-safe battery doors, retention options, robust casing, suitable soft ear moulds where appropriate, LED status indicators where available, data logging capability and FM/remote microphone compatibility where appropriate for school or therapy use.
- For children, ear mould fit must be monitored due to growth-related changes. Poor-fit moulds causing feedback, pain, discomfort or acoustic leakage must be remade within the agreed timeline, and scheduled ear mould review every 3-6 months is preferred where feasible/approved.
- For beneficiaries with autism, intellectual disability, cerebral palsy, deafblindness, seizure history, sensory sensitivity, behavioural concerns or limited caregiver capacity, the vendor must provide adapted counselling and a structured trial/follow-up plan.
- No vendor shall claim that the device cures deafness, disability, speech delay, developmental delay or any medical condition.

Clause M-6 - Warranty, After-Sales Service and Replacement Support (MANDATORY)

- Minimum comprehensive warranty shall be two years for hearing aid devices unless a superior warranty is offered. Warranty must begin from beneficiary fitment/acceptance date, not warehouse delivery date.
- The bidder must provide a local or regional service plan for Uttar Pradesh, including repair turnaround time, replacement of defective devices, ear mould remake timelines, battery/charger support, tubing/domes/consumables support, loaner-device support during prolonged repairs wherever feasible, and escalation contact.
- Minor repair/troubleshooting response should be initiated within 7 working days of complaint registration. Device replacement or major repair turnaround should normally be completed within 15 working days, unless the defect requires manufacturer-level service; in such cases the vendor must provide written status and expected closure date.
- Ear mould remakes required due to poor fit, persistent feedback, pain, discomfort or manufacturing defect should normally be completed within 10-15 working days after confirmation / new impression, subject to field logistics.
- The financial bid must clearly specify the duration and quantity of battery supply, rechargeable battery/charger support, tubing, domes, ear hooks, cleaning tools, dry kit/dehumidifier and other consumables included during the warranty period.

- Damaged, dead-on-arrival, wrongly supplied, non-programmable, non-functional or non-compliant devices must be replaced at vendor cost.

Clause M-7 - Safeguarding, Data Privacy and Ethical Practice (MANDATORY)

- Beneficiary data, audiograms, disability details, photos/videos and medical information shall be treated as confidential and used only for the purposes authorised by GiftAbled.
- The vendor shall not directly market to beneficiaries/caregivers or collect payments from them under this program unless expressly authorised in writing by GiftAbled.
- Consent, dignity, child safeguarding and disability-sensitive communication must be followed during camps, ear impressions, fitment and photography/documentation.

Clause M-8 - Verification, Outcome Monitoring and Advanced Referral (MANDATORY)

- Post-fitting verification must be documented beneficiary-wise. At minimum, the vendor shall support aided audiogram or aided speech/sound detection check, functional listening verification, device comfort/feedback review and user/caregiver feedback documentation.
- For paediatric beneficiaries, Ling sound detection checks and caregiver-reported listening outcomes should be documented wherever applicable. Data logging / usage data should be reviewed wherever supported by the device.
- REM is recommended for paediatric fittings wherever feasible. If REM is not feasible in the field setting, the vendor shall document alternative verification such as test-box verification, aided audiogram, aided speech/sound detection and functional listening observation.
- Beneficiaries with severe-to-profound hearing loss, poor speech perception, limited aided benefit after an appropriate trial, or suspected need for advanced hearing technology shall be flagged to GiftAbled for ENT/audiology review and possible cochlear implant / advanced hearing technology referral. The vendor shall not independently promise cochlear implant eligibility or outcomes.

3.2 General Eligibility Conditions

#	Criterion	Documentary Evidence
1	Legal entity registered in India as company, LLP, partnership, proprietorship, society, social enterprise, manufacturer, authorised distributor, audiology clinic/network or institutional supplier.	Registration certificate / incorporation certificate / PAN / GST.
2	Experience in hearing aid supply, audiology services, disability programs, NGO/CSR programs, government/institutional supply, school screening or community camps.	Work orders / completion certificates / invoices / client references.
3	Ability to supply hearing aids based on GiftAbled-provided audiometric / audiological assessments and to provide technology-compliant devices, ear moulding, fitting, programming using standard fitting formulae, verification, counselling and follow-up in Uttar Pradesh.	Fitment plan, trained team details, professional tie-up details where applicable, camp plan and logistics plan.
4	Access to qualified professionals and trained technicians for repairs, service and beneficiary follow-up.	Service network details and escalation matrix.
5	Ability to provide sample devices, demo units, ear mould samples and user/caregiver instructions in English/Hindi.	Sample commitment, product literature and Hindi user material.
6	Not blacklisted, debarred or suspended by any Government, PSU, donor agency or institutional purchaser.	Self-declaration in Annexure C.
7	Capability to replace defective devices, remake poor-fit ear moulds, provide batteries/chargers/consumables and support service/repair within agreed timelines.	Warranty and replacement/repair undertaking.
8	Ability to provide beneficiary-level MIS reports, serial-number tracking and warranty documentation.	Sample reporting format and data protection undertaking.
9	Ability to document post-fitting outcomes, aided audiogram / functional listening checks, caregiver/user feedback, data logging review where available, and referral flags for limited benefit / advanced hearing technology review.	Outcome monitoring format, sample fitment report and referral escalation process.

4. Technical Specifications and Safety Requirements

The proposed devices and services must satisfy the following minimum requirements. Bidders may offer superior specifications, but must clearly state deviations and provide documentary evidence. GiftAbled may reject technically compliant-looking products if sample/pilot fitment, documentation or service feasibility is unsatisfactory.

4.1 Device Categories and Minimum Technical Requirements

Requirement	Minimum Requirement
General device requirement	New, digital, programmable hearing aid with serial number, warranty card, user manual, battery/charger details and service contact. Refurbished, duplicate or untraceable devices are not permitted. Minimum 8 or more channels/bands required unless specifically approved otherwise in writing by GiftAbled for documented reasons.
Device selection	Must be matched to audiogram/assessment, ear side, type/degree of hearing loss, age, communication needs, handling ability and associated disability. Bilateral fitting must be quoted separately and used where clinically indicated and approved.
BTE hearing aids	Preferred for most children and many community beneficiaries due to durability, compatibility with ear moulds and easier servicing. Must support appropriate gain/output range for prescribed hearing loss.
Power / super-power BTE	Required where severe/profound hearing loss is identified and hearing aid trial is clinically appropriate. Must include feedback management and safe output limiting.
RIC/RITE devices	May be considered for adults where clinically suitable and where maintenance, dexterity and service support are feasible. Not preferred for young children unless justified.
Body-worn/pocket devices	May be considered only where clinically justified, affordable and acceptable. Must not be used merely as a low-cost substitute if a programmable BTE is required.
Paediatric safety	Tamper-resistant / child-safe battery door, retention clip/cord option, robust casing, LED status indicators where available, left/right colour marking, soft ear mould where appropriate, data logging capability, FM/remote microphone compatibility where appropriate, and caregiver instructions on choking/battery safety.
Programming features	Minimum standard features: 8 or more channels/bands, Wide Dynamic Range Compression (WDRC), feedback cancellation, noise reduction, safe output limiting, computer-programmable gain/frequency response, data logging capability where available, multiple listening programs where appropriate, and volume control lock/option.
Ear moulds / ear tips	Custom ear moulds/ear tips based on ear impression and audiologist/technician recommendation. Soft hypoallergenic moulds preferred for children where appropriate. Remake required for poor fit, persistent feedback, discomfort, pain or growth-related loose fit. For children, scheduled ear mould review every 3-6 months is preferred where feasible/approved.
Battery/rechargeable support	Quote both battery-operated and rechargeable options wherever available. Include battery size, expected battery life, charger warranty, rechargeable battery life, replacement terms, power backup considerations and minimum starter battery supply. Specify battery/charger/consumable support included during warranty period.
Accessories	Minimum: cleaning brush/tool, user manual, storage case and warranty card. Preferred/where applicable: dehumidifier/dry kit, battery tester, spare tubing/domes/ear hooks, retention cord for children, child-safe battery-door tool, Hindi instructions, and remote microphone / FM compatibility details.
Water/dust resistance	State IP rating, moisture resistance, dust resistance and durability information. Devices must be suitable for rural field conditions in Uttar Pradesh with clear guidance on sweat, dust, rain, humidity, storage, drying and safe handling.
Documentation language	User/caregiver instructions must be simple and preferably available in Hindi and English. Pictorial instructions are preferred for low-literacy households.
Fitting formula support	Fitting software should support standard fitting formulae. DSL v5.0 is preferred/expected for paediatric fittings wherever supported; NAL-NL2 is preferred/expected for adult fittings wherever supported. Any deviation must be documented with reason.
Remote microphone / FM compatibility	For paediatric, school-going or therapy-linked beneficiaries, bidder should clearly state whether the proposed device is compatible with FM / remote microphone / direct audio input / wireless accessory options and quote such accessories separately where appropriate.
Usage monitoring	Data logging / hearing aid usage data capability is required/preferred, especially for paediatric devices, wherever available in the proposed technology level. Vendor must document usage data during follow-up when supported by the device.

4.2 GiftAbled-Provided Assessment, Fitting and Verification Requirements

Area	Minimum Requirement
GiftAbled assessment input	GiftAbled will provide beneficiary-wise audiometric / audiological assessment details, ear-side requirement, approved device category/specification and available case context before final supply / fitment.
Vendor review of assessment	Vendor shall review the GiftAbled-provided assessment details only for device matching, programming and fitment readiness. If information is insufficient, unclear, outdated or inconsistent, the vendor must seek written clarification before supply or fitment.
ENT/medical referral	Mandatory for ear discharge, pain, wax obstruction, suspected infection, sudden loss, unilateral sudden hearing loss, dizziness, trauma, medically treatable conductive loss or any other red flag.
Approved device requirement	GiftAbled-provided recommendation / approved requirement should mention device type, ear side, power category, ear mould/ear tip, accessory requirements, counselling needs and follow-up schedule wherever available. Vendor must supply accordingly.
Ear impression and mould	Ear impression must be done safely and hygienically. Otoscopy/visual ear check is required before impression. Ear mould must be labelled, comfortable and free from sharp edges.
Programming and fitting	Programming must be based on GiftAbled-provided audiogram / assessment / approved requirement. Paediatric fittings should use DSL v5.0 wherever supported; adult fittings should use NAL-NL2 wherever supported. Initial fit must check comfort, loudness tolerance, feedback, physical fit, retention, output limiting and basic speech/environmental sound awareness.
Verification	Mandatory post-fitting checks: aided audiogram or aided speech/sound detection check, functional listening verification, comfort/feedback review and documented caregiver/user feedback. REM is recommended for paediatric fittings wherever feasible; test-box verification may be used where REM is not feasible. Ling sound detection checks should be documented for children wherever applicable.
Counselling	Use/care, insertion/removal, battery/charging safety, cleaning, moisture care, when to stop use, realistic expectations, school/home use and follow-up/repair contact.
Follow-up schedule	Minimum follow-up at 7-14 days, 1 month and 3 months after fitting, with additional 6-month/12-month service review where budgeted/approved. For children, ear mould review every 3-6 months is preferred where feasible/approved due to growth-related fit changes.
Non-acceptance management	If a beneficiary rejects the device due to discomfort, loudness, feedback, sensory sensitivity or caregiver issues, vendor must support reprogramming, counselling, mould remake, repair/replacement or referral as appropriate. Persistent limited benefit must be flagged to GiftAbled for further audiology/ENT review.
Outcome monitoring	Document functional listening outcomes, aided audibility, caregiver/user feedback, Ling sound detection checks where applicable, usage data/data logging where supported, daily-use barriers, school/home use and next action.
Advanced hearing technology referral	Beneficiaries with severe-to-profound hearing loss, poor speech perception, limited aided benefit after an appropriate trial, or suspected need for cochlear implant / advanced hearing technology should be referred back to GiftAbled for ENT/audiology review. Vendor must not independently promise eligibility or outcomes.

4.3 Medical and Disability-Specific Red Flags

Red Flag	Required Action
Active ear discharge, pain, bleeding or foul smell	Do not fit or take ear impression until ENT/medical review. Refer and document.
Impacted wax, foreign body, swelling or suspected infection	Refer for medical management before assessment/fitment where needed.
Sudden or rapidly worsening hearing loss	Urgent ENT referral. Do not treat as routine hearing-aid case.
Severe dizziness/vertigo, severe tinnitus, head injury or neurological red flag	Medical referral before fitment; document action.
Child below 3 years or child unable to cooperate with behavioural testing	Do not proceed unless GiftAbled has provided suitable objective / age-appropriate assessment details and approved paediatric fitting pathway.
Autism/sensory sensitivity/intellectual disability/behavioural concerns	Use gradual trial, adapted counselling, caregiver training and tolerance monitoring. Do not force device use.
Cerebral palsy/motor difficulty/poor hand function	Select device and accessories considering caregiver support, retention, insertion/removal and maintenance.
Known skin allergy, eczema or ear mould intolerance	Use suitable material; stop use and refer if rash/pain develops.
Persistent feedback, pain or loudness discomfort	Stop/reduce use until reprogramming, fit correction or mould remake is done.
Device swallowed/battery ingestion risk	Immediate medical emergency. Paediatric battery safety counselling and child-safe battery doors are mandatory.

Red Flag	Required Action
No benefit despite appropriate trial	Reassess audiogram, programming, counselling, device suitability and ear mould fit. If severe-to-profound loss or limited aided benefit persists, flag to GiftAbled for ENT/audiology review and possible cochlear implant / advanced hearing technology referral.
Persistent ear mould feedback, discomfort or growth-related loose fit in children	Stop or reduce use until fit is corrected. Remake ear mould within agreed timeline and schedule periodic review every 3-6 months where feasible/approved.
Repeated repairs, moisture/dust damage or poor device durability in field use	Review device suitability for rural conditions, provide moisture/dust care counselling, consider dry kit/dehumidifier and escalate for replacement/service support as per warranty terms.

5. Instructions to Bidders

5.1 Two-Bid System

Bids shall be submitted in two parts: (a) a Technical Bid comprising eligibility documents, mandatory-clause evidence, regulatory documents, product documents, audiology service plan, team details, samples/demonstration details, warranty and technical proposal; and (b) a Financial Bid comprising the priced offer in the format at Annexure G. Financial bids of only technically qualified bidders will be opened/evaluated.

5.2 Contents of the Technical Bid

- Covering letter / Bid Submission Form on bidder's letterhead (Annexure A).
- Bidder profile and organisational details (Annexure B).
- Legal registration, GST, PAN and manufacturer/distributor authorisation where applicable.
- CDSCO / medical-device regulatory documents and device classification details for each proposed device.
- Self-declarations at Annexures C, D and E, duly signed and stamped.
- Details of trained fitment/programming/service personnel and RCI/CRR details of audiologist / qualified speech and hearing professional wherever engaged for validation, paediatric/complex cases or professional supervision.
- Product catalogue, technical datasheets, model list, device categories, gain/output range, battery/rechargeable details, warranty terms and accessory list.
- Technical compliance evidence for minimum 8 channels/bands, WDRC, feedback cancellation, noise reduction, output limiting, data logging, paediatric safety features and moisture/dust resistance / IP rating.
- Programming and verification protocol covering DSL v5.0 for paediatric fittings, NAL-NL2 for adult fittings, aided audiogram, functional listening checks, REM for paediatric fittings wherever feasible and data logging review where supported.
- Process for using GiftAbled-provided audiometric / audiological assessments for device matching, programming, fitment, verification, counselling and follow-up.
- Proof of institutional/community supply experience and service capacity in Uttar Pradesh / North India.
- Sample units/demo devices and ear mould samples, if requested.
- Replacement, repair, complaint escalation and service support process.
- Ear mould remake timelines, scheduled paediatric ear mould review plan, repair/replacement turnaround time, loaner-device policy where feasible, and battery/charger/consumable support plan.
- Outcome monitoring and advanced referral protocol for severe-to-profound hearing loss or limited aided benefit after appropriate hearing aid trial.
- Data privacy, safeguarding and beneficiary documentation process.

5.3 Earnest Money Deposit (EMD)

EMD is not applicable unless separately notified by GiftAbled Foundation through a corrigendum, bid portal or specific work order. If EMD is notified, the amount, validity and exemption conditions shall be stated separately and shall form part of this RFP.

5.4 Pre-Bid Queries

Pre-bid queries, if any, may be submitted in writing to svastya@giftabled.org within the timeline notified by GiftAbled Foundation. Responses/corrigenda may be shared by email or through the notified communication channel.

5.5 Submission

- Submit proposal by email to: svastya@giftabled.org.
- Email subject: Proposal for Hearing Aid Support - Uttar Pradesh CBR Program.
- Last date and time: [To be inserted by GiftAbled], 11:59 PM IST.
- Late, incomplete or non-compliant proposals may not be considered.
- GiftAbled reserves the right to accept, reject, negotiate, split award between vendors, seek additional documents, conduct vendor due diligence, or cancel the RFP.

5.6 Sample Trial / Fitment Pilot

Shortlisted vendors may be asked to provide sample devices and support a small pilot before bulk procurement. The pilot may check the following:

- Completeness of GiftAbled-provided assessment reference, vendor fitment documentation and beneficiary record.
- Appropriateness of device supplied against GiftAbled-provided audiogram / approved requirement and beneficiary need.
- Quality of ear mould/ear tip fit and physical comfort.
- Programming quality, feedback management and loudness comfort.
- Evidence of appropriate fitting formula selection, including DSL v5.0 for paediatric fittings and NAL-NL2 for adult fittings wherever supported.
- Quality of post-fitting verification including aided audiogram, functional listening checks, Ling sound checks where applicable, REM/test-box verification where feasible and caregiver/user feedback documentation.
- Practicality of paediatric features such as child-safe battery doors, LED indicators, retention options, data logging and FM/remote microphone compatibility where appropriate.
- Child/caregiver/user acceptance and ease of use.
- Functionality in home/school/community settings.
- Quality of Hindi/low-literacy counselling and instructions.
- Service response, repair readiness and warranty documentation.
- Repair/replacement turnaround time, loaner-device support where feasible, ear mould remake timeline, battery/charger/consumable support and suitability for moisture/dust/rural field conditions.
- Cost per ear, cost per beneficiary, cost of accessories and follow-up cost.

6. Evaluation Methodology

6.1 Stage 1 - Eligibility and Mandatory-Clause Screening

Each bid will first be screened for compliance with all eligibility criteria in Section 3, including mandatory Clauses M-1 to M-8. Bids failing any mandatory criterion may be rejected and not evaluated further.

6.2 Stage 2 - Technical Evaluation

Eligible bids will be evaluated on technical merit, regulatory compliance, audiology protocol, device suitability, paediatric and disability-specific safety, service capacity, sample/pilot acceptance and past performance. Bidders scoring at least 70 out of 100, and whose samples/pilot are accepted, will be considered technically qualified.

Technical Criteria	Marks
Regulatory compliance, authorisation and documentation	10
Fitment/programming team, use of GiftAbled assessments and standardised fitting protocol	15
Device technical standards, model suitability, paediatric features and accessory package	25
Verification and outcome monitoring: aided audiogram, functional listening, REM where feasible, data logging and referral protocol	15
Warranty, repair, replacement, ear mould management, battery/consumables and UP field support	15
Institutional/community supply experience and ability to deliver in Uttar Pradesh	10
Sample/demo/pilot acceptance and reporting quality	10
Total	100

6.3 Stage 3 - Financial Evaluation and Award

Financial bids of technically qualified bidders will be evaluated. Considering the vulnerable beneficiary group and the need for safe fitment, GiftAbled may adopt a quality-cum-cost approach or may select the lowest responsive bidder only after confirming device safety, professional fitment capacity, warranty, service feasibility and sample/pilot acceptance. GiftAbled reserves the

right to negotiate, split the award between multiple vendors, select different vendors for different device categories or reject all proposals.

Indicative quality-cum-cost weightage, if adopted: Technical 70% and Financial 30%. The exact method may be confirmed during evaluation or through the final work order.

7. Terms and Conditions of Contract

7.1 Performance Security

Performance Security, if required, may be specified in the Letter of Award or work order. The Purchaser may waive or modify this requirement based on order value, vendor category, donor requirement and risk assessment.

7.2 Delivery, Fitment, Inspection and Acceptance

Devices shall be delivered/fitted at notified location(s) within the agreed schedule. Acceptance shall be based on regulatory documents, physical inspection, device serial numbers, warranty documents, programming/fitting record, beneficiary counselling record and successful functional check. GiftAbled may reject devices that do not conform to approved specifications, sample, documentation or safety requirements.

7.3 Warranty and Service

Minimum warranty shall be two years for hearing aid devices unless a superior warranty is offered. Warranty shall start from beneficiary-level fitment/acceptance date. The vendor shall provide repair/replacement, ear mould remakes for poor fit/feedback/discomfort as applicable, batteries/chargers/consumables as quoted, and service support during the warranty period.

- Minor troubleshooting response should be initiated within 7 working days of complaint registration. Major repair or replacement should normally be completed within 15 working days, unless manufacturer-level service is required; any delay must be communicated with expected closure date.
- Loaner devices during prolonged repairs are preferred wherever feasible and should be clearly stated in the technical and financial bid.
- Battery supply quantity/duration, charger support, rechargeable battery terms, tubing, domes, ear hooks, cleaning tools and other consumables must be clearly included or separately quoted.

7.4 Payment

Payment shall be processed after delivery/fitment verification, document verification, acceptance of goods/services and receipt of correct tax invoice. Taxes, freight, camp/fitting charges, ear mould cost, battery/charger cost, follow-up cost and any other charges must be clearly mentioned in the financial bid. No advance payment is payable unless specifically agreed in writing.

7.5 Liquidated Damages

For delay attributable to the vendor, GiftAbled may levy liquidated damages of 0.5% of the value of delayed goods/services per week, subject to a maximum of 5%, without prejudice to other remedies including cancellation or termination.

7.6 Continuing Compliance

The vendor shall maintain compliance with regulatory, quality, traceability, professional, warranty, fitment and documentation requirements throughout the contract period. GiftAbled may seek updated compliance certificates and supporting documents at any stage.

7.7 Medical Safeguards, Complaint Handling and Recall

The vendor must cooperate with GiftAbled in documenting device-related complaints, pain, infection concern, excessive loudness, feedback, poor fit, battery risk, charger failure, allergic reaction or any safety issue. GiftAbled may suspend fitment/use of any device pending medical or quality review. The vendor shall support replacement, repair, recall or withdrawal wherever required.

7.8 Data Protection and Safeguarding

Beneficiary audiograms, medical records, disability details, photographs, videos, phone numbers and addresses shall be kept confidential. Vendor staff must follow GiftAbled safeguarding instructions, obtain required consent and avoid unauthorised promotion or beneficiary solicitation.

7.9 Termination

GiftAbled may terminate the contract for default, breach of mandatory clauses, misrepresentation, quality failure, regulatory non-compliance, unsafe fitment, lack of professional support, insolvency, or for convenience on reasonable notice in accordance with the contract/work order.

7.10 Conflict of Interest, Fraud and Corruption

Bidders shall not engage in corrupt, fraudulent, collusive, coercive or unethical practices. Any such practice may lead to rejection, termination, debarment and legal action.

7.11 Force Majeure

Neither party shall be liable for failure caused by events beyond reasonable control, subject to prompt notice, mitigation and resumption of obligations as soon as practicable.

7.12 Governing Law and Dispute Resolution

This RFP and the resulting contract shall be governed by the laws of India. Disputes shall first be resolved through mutual discussion, failing which they may be referred to arbitration under the Arbitration and Conciliation Act, with venue/jurisdiction at Bangalore, unless otherwise agreed in the contract.

Annexures

All annexures must be completed on the bidder's letterhead where applicable, signed and stamped by the authorised signatory.

Annexure A - Bid Submission Form

To: [Designation, Organisation, Address]

Subject: Submission of Bid against RFP Ref. No. RFP/GF/HA/2026/001 for Procurement, Fitment and Post-Fitment Support of Hearing Aids.

We, the undersigned, having examined the RFP document, offer to supply, fit, program and support the proposed hearing aids and accessories in full conformity with the said document. We confirm that we meet all eligibility criteria, including the mandatory regulatory, medical-device, audiology, fitment, safety, safeguarding and after-sales requirements. We agree to be bound by this bid for the validity period and accept the terms and conditions of the RFP.

Name of Bidder / Firm	Authorised Signatory & Designation	Signature & Seal / Date

Annexure B - Bidder Profile

Particular	Vendor Response
Legal name & constitution	
Registered office address	
Manufacturing / import / supply unit address(es)	
PAN / GSTIN / CDSCO licence or registration details / Udyam No.	
Years in business / key clients	
Experience in hearing aid / audiology / institutional supply	
Service network in Uttar Pradesh / North India	
Contact person / phone / email	

Annexure C - Self-Declaration (Non-Blacklisting and Veracity)

We hereby declare that our firm is not blacklisted, debarred or suspended by any Government department, PSU, donor agency or institutional purchaser as on the date of submission, and that all information and documents furnished with this bid are true and correct. We understand that any misrepresentation will render our bid liable to rejection / termination and may lead to forfeiture of security, besides legal action.

Signature & Seal: _____ Name: _____ Date: _____

Annexure D - Medical-Device Regulatory Compliance Declaration

We declare that the proposed hearing aid device(s), accessories and supply arrangement comply with applicable Indian medical-device, import, manufacturing, sale, distribution, packaging and labelling requirements. We confirm that we have enclosed the regulatory documents listed below and undertake to provide updated documents whenever requested by GiftAbled Foundation.

Compliance Item	Vendor Confirmation
Valid CDSCO / medical-device registration or licence for each proposed device, as applicable	Enclosed / Not applicable / Remarks
Import licence / manufacturing licence / loan licence, where applicable	Enclosed / Not applicable / Remarks
Device classification and product category declaration	Enclosed / Not applicable / Remarks
Manufacturer authorisation, if bidder is distributor / dealer	Enclosed / Not applicable / Remarks
Product catalogue, technical datasheet and model list	Enclosed / Not applicable / Remarks
Serial-number traceability and warranty declaration	Enclosed / Not applicable / Remarks
Declaration that devices are new and not refurbished / used / obsolete	Enclosed / Not applicable / Remarks
GST, PAN and legal registration documents	Enclosed / Not applicable / Remarks

Signature & Seal: _____ Name: _____ Date: _____

Annexure E - Audiology and Fitment Capability Declaration

We confirm that hearing aid supply, programming, fitting, counselling and follow-up will be carried out based on GiftAbled-provided beneficiary-wise audiometric / audiological assessment details and approved device requirements. We will document fitment and service details beneficiary-wise as per the RFP requirements.

Requirement	Vendor Response
RCI-registered audiologist / qualified speech and hearing professional details, where engaged for validation/supervision	Name / Qualification / CRR No. / Role / Availability / Tie-up proof
Hearing aid / ear mould technician details	Name / Qualification / Experience / Role
Process for using GiftAbled-provided audiometric / audiological assessment	Device matching / programming / fitting readiness review / clarification process
Process where assessment details are unclear or insufficient	Written clarification / reassessment request to GiftAbled before supply or fitment
ENT referral pathway for red flags	Details
Fitment and programming process	Details
Follow-up schedule and responsible person	Details
Camp staffing plan for Uttar Pradesh	Details
Fitting formula protocol	DSL v5.0 for paediatric fittings / NAL-NL2 for adult fittings / deviation documentation
Verification protocol	Aided audiogram / functional listening check / REM where feasible / test-box where applicable
Outcome monitoring protocol	Caregiver-user feedback / Ling sound checks where applicable / data logging review / daily-use barriers
Advanced referral protocol	Criteria and process for flagging severe-to-profound or limited-benefit cases to GiftAbled
Ear mould management	Remake timeline / scheduled child review plan / poor-fit feedback discomfort process
Repair, loaner and consumable support	Repair TAT / replacement TAT / loaner policy / battery & charger support / tubing and other consumables

Signature & Seal: _____ Name: _____ Date: _____

Annexure F - Technical Compliance Sheet

Technical Item	Vendor Response
Device brand/model/category	
New and serial-numbered device	Yes / No / Remarks
Digital programmable	Yes / No / Remarks
Channels/bands and programming features	Minimum 8 or more channels/bands; mention exact channels/bands and programming software
Gain/output range and suitability by degree of loss	

Technical Item	Vendor Response
Feedback cancellation / noise reduction / output limiting	Yes / No / Details of WDRC, feedback cancellation, noise reduction and output limiting
Paediatric battery safety / retention features	Child-safe battery door / retention clip / LED indicators / left-right marking / Remarks
Battery size or rechargeable details	Battery size / rechargeable option / charger / battery quantity and duration included
Water/moisture resistance / IP rating	IP rating / moisture resistance / dust resistance / rural suitability details
Ear mould compatibility and material options	Mould material / paediatric soft mould / remake timeline / scheduled review plan
Accessories included	
Warranty period and service terms	
Local service support in Uttar Pradesh	
Hindi/English user instructions available	Yes / No / Remarks
Minimum 8 channels/bands compliance	Yes / No / Exact count / Remarks
WDRC available	Yes / No / Remarks
Standard fitting formula support	DSL v5.0 / NAL-NL2 / Other / Remarks
REM/test-box verification support	REM available / Test-box available / Not available / Field feasibility remarks
Aided audiogram and functional listening verification	Process and format enclosed / Remarks
Data logging / usage data capability	Yes / No / How reviewed during follow-up
FM / remote microphone compatibility	Yes / No / Accessory options and cost
LED status indicators	Yes / No / Remarks
Repair/replacement turnaround time	Minor TAT / Major TAT / Replacement TAT
Loaner device support	Available / Not available / Conditions
Battery, charger, tubing and consumables support	Quantity / duration / included or separately quoted
Outcome monitoring and referral protocol	Functional listening / Ling sounds / caregiver feedback / data logging / advanced referral

Annexure G - Financial Bid (Price Schedule)

To be submitted separately. Quote inclusive and exclusive of taxes as indicated. The rate shall remain firm for the bid validity period unless otherwise agreed in writing.

#	Product / Service Category	Brand/Model	Qty	Unit Rate (Rs.)	Cost / Ear	Cost / Beneficiary	Warranty/Service
1	Paediatric BTE mild/moderate						
2	Paediatric power/super-power BTE						
3	Adult BTE/RIC/RITE						
4	Body-worn/pocket (if approved)						
5	Custom ear mould/ear tip						
6	Battery/charger/dry/cleaning kit						
7	Fitting/programming/follow-up						
8	Remote mic/FM accessory						
9	Battery pack (qty/duration)						
10	Rechargeable charger/battery support						
11	Tubing/domes/ear hooks/consumables						
12	Ear mould remake/review						
13	Repair/replacement/loaner support						
	GST @ [__]%						
	Grand Total (incl. taxes)						

Amount in words: _____

Signature & Seal: _____ Name: _____ Date: _____

Annexure H - Device Information Sheet

Detail	Vendor Response
Product name / model	
Manufacturer / brand	
Device type (BTE/RIC/RITE/body-worn/other)	
Suitable age group	
Suitable hearing loss range/type	
Ear side options	
Programmable features	
Battery/rechargeable type	
Expected battery life / charge duration	
Accessories included	
Ear mould compatibility	
Paediatric safety features	
Warranty period	
Service centre / repair contact	
Regulatory licence/registration reference	
Cost per unit	
Cost per beneficiary including fitting and accessories	
Number of channels/bands	
WDRC / compression features	
Feedback cancellation and noise reduction	
Output limiting / MPO safety features	
Supported fitting formulae	DSL v5.0 / NAL-NL2 / Other
REM / test-box verification compatibility	
Data logging / usage monitoring	
FM / remote microphone compatibility	
LED status indicator	
Child-safe battery door / tamper resistance	
IP rating / moisture and dust resistance	

Detail	Vendor Response
Ear mould remake timeline	
Repair / replacement turnaround time	
Battery / charger / consumables included	
Advanced referral support criteria	

Annexure I - Beneficiary Screening and Fitment Safeguard Format

This format is for internal program/vendor use before and during distribution. It may be adapted by GiftAbled as per field requirements.

Beneficiary ID	Age	Child/Adult	Red Flags?	GiftAbled Assessment Ref.	Approved Device Requirement	Ear Side	Consent	Advanced Referral Flag / Action

Annexure J - Fitment and Counselling Record

Beneficiary ID	Fitment/Programming Personnel	Brand/Model	Serial No.	Ear Side	Fitting Formula / Settings	Aided Audiogram / Functional Check	Counselling Done	Next Follow-up / Mould Review

Annexure K - Follow-Up, Complaint and Adverse Event Format

Beneficiary ID	Follow-up Date	Device Use / Data Logging	Issue/Complaint	Ling/Functional Listening Feedback	Action Taken	Repair/Mould/Replacement	Next Action / Referral

Annexure L - Vendor Document Checklist

Document / Requirement	Status
Company profile and registration certificate	Yes / No / NA
GST and PAN	Yes / No / NA
CDSCO / medical-device licence or registration, as applicable	Yes / No / NA
Manufacturer authorisation, if distributor	Yes / No / NA
Product catalogue and technical datasheets	Yes / No / NA
Device classification and model list	Yes / No / NA
Warranty terms and service support plan	Yes / No / NA
Trained fitment / programming team details and RCI/CRR details where engaged	Yes / No / NA
Team CVs and camp staffing plan	Yes / No / NA
Protocol for using GiftAbled-provided assessment for fitment and programming	Yes / No / NA
ENT/medical referral pathway	Yes / No / NA
Sample beneficiary documentation formats	Yes / No / NA
Serial-number traceability format	Yes / No / NA
Hindi/English user and caregiver instructions	Yes / No / NA
Financial quote with cost per ear and cost per beneficiary	Yes / No / NA

Document / Requirement	Status
Ear mould remake policy	Yes / No / NA
Battery/charger/accessory replacement policy	Yes / No / NA
Complaint, repair and escalation process	Yes / No / NA
Data privacy and safeguarding undertaking	Yes / No / NA
Non-blacklisting declaration	Yes / No / NA
Minimum technology compliance sheet: 8+ channels/bands, WDRC, feedback cancellation, noise reduction and output limiting	Yes / No / NA
Fitting formula protocol: DSL v5.0 for paediatric and NAL-NL2 for adult fittings wherever supported	Yes / No / NA
Verification protocol: aided audiogram, functional listening checks, Ling sounds where applicable, REM where feasible	Yes / No / NA
Paediatric feature declaration: data logging, FM/remote mic compatibility, LED indicators and child-safe battery doors	Yes / No / NA
Ear mould remake timeline and scheduled child ear mould review plan	Yes / No / NA
Repair/replacement turnaround time and loaner-device policy where feasible	Yes / No / NA
Battery duration/quantity, charger support, tubing, domes and consumables support plan	Yes / No / NA
Outcome monitoring format: caregiver feedback, usage data, functional listening and referral flags	Yes / No / NA
Cochlear implant / advanced hearing technology referral criteria for limited-benefit cases	Yes / No / NA
Moisture, dust, durability and rural field suitability information	Yes / No / NA

Suggested References for Program Team

- DEPwD: ADIP Scheme and list/guidelines for aids and assistive devices, for alignment with public-sector assistive-device distribution norms where relevant.
- CDSCO: Medical Devices Rules, 2017 and current medical-device classification / registration / licensing requirements applicable to hearing aids and related devices.
- Rehabilitation Council of India: Central Rehabilitation Register and categories of rehabilitation professionals/personnel including audiology and speech/hearing-related professionals.
- WHO and national/public health resources on ear and hearing care, rehabilitation and community-based follow-up, where relevant.
- Standard paediatric/adult hearing aid fitting protocols such as DSL v5.0 and NAL-NL2, and verification practices such as REM, aided audiogram and functional listening checks, where relevant to the beneficiary and field context.
- Local ENT/audiology referral protocols and GiftAbled beneficiary safeguarding/data-protection policies.

- End of RFP Document -