



AMERICAN
UNIVERSITY OF BEIRUT
MEDICAL CENTER
المركز الطبي في الجامعة الأميركية في بيروت

AUBMC Procurement DEPARTMENT
دائرة المشتريات

AUBMC

REQUEST FOR PROPOSAL

MK24 - 03

Procurement Department - AUBMC



❖ Purpose:

The American University of Beirut Medical Center invites proposals to bid for the following:

Hearing Aid Center Services

- AUBMC is in the process of initiating a Hearing Aid Center at the Otolaryngology and Neurotology Division of the Otorhinolaryngology-Head & Neck Surgery Department (ORL-HNS) as part of the audiology services.
- AUBMC aims at providing patients with comprehensive and complete service post audiological assessments for eligible Hearing Aid candidates.
- AUBMC already prepared a location at its premises, equipped with a cabinet that will serve as a showroom to display the various demo hearing aids to the patients.
- The Hearing Aid center is staffed with specialized audiologists fully dedicated to managing both the clinical and operational aspects of the center.
- Expected load is 18-22 patients per month who are good candidates for amplification.

❖ Scope of Work

- Provide a description of experience with amplification products and/or hearing health care by filling the "Bidder Qualification(s) Form".
- Combination of quality, availability, variety, and price are the elements that will be considered in selection.
- Provide AUBMC audiologists with professional international trainings (preferably by the companies' headquarters) on current or upcoming products regularly and when requested by AUBMC or manufacturer.
- Offer AUBMC the majority of requested product(s) mentioned in the "Bill of Quantity" table attached to this invitation.
- Offer a number of products that is not limited to one or two, or else it will be discarded.
- Bidder shall keep in his stock adequate quantities of products to ensure smooth supply to AUBMC; quantities mentioned in the BOQ attached to this invitation are subject to change during agreement term.
- AUBMC shall place an order to supplier for custom-made and shall communicate it with bidder for delivery; accepted delivery duration is 48 hours.
- Delivery of Non-custom products or consignment replenishment shall be within the same day from receipt of request.
- AUBMC shall secure the needed product from another supplier in case not received from winner, and bill the bidder for any extra expenses, according to the prices in the contract.
- AUBMC do not promise to purchase the whole quantities from bidder.
- Bidder shall exchange any defective or non performing product upon AUBMC request.
- Bidder shall assign a dedicated employee as a liaison officer to provide technical support whenever needed.



❖ **Specification**

- Bidder shall be ready to provide AUBMC on free of charge basis within a month period after awarding this bid, the following items:
 - two pairs of demo and dummies hearing aid devices from each product line of their current portfolio
 - fitting software
 - programming equipment
 - cables
 - all needed marketing materials (dummies, user brochures, HCP brochures, etc.)
 - any other materials/supplies needed to complete the dispensing and fitting of the hearing aid.

- Bidder shall also secure the needed training prior to delivery of first order
- Bidder shall provide AUBMC a discounted price list of amplification products; and shall provide these items on consignment basis to AUBMC (non-custom-made Products).
- Quoted prices shall be considered final and binding; includes delivery, technical support, and all services related to the products.
- Quoted prices shall be fixed and not interrelated to product consumption.
- Bidder shall provide AUBMC with his selling retail price list, AUBMC shall sell products at the same retail price set by the bidder at his/her point of service.
- Any modification in the retail price at their point of service should be proactively communicated to ORL-HNS hearing aid personnel and the Administrator of Management and Operations. Failure to adhere shall lead to financial penalties by an amount determined by AUBMC.
- AUBMC and bidder shall not provide discounted prices to patients on the agreed upon products
- This arrangement does not include any revenue sharing upon sales.
- AUBMC shall pay bidder the cost of products sold to patient.
- Bidder shall provide two-year warranty on all hearing aids and assistive devices.
- Bidder shall provide a detailed description of the warranty policy.
- Bidder shall include prices for spare parts in the "Bidder Response Form".
- Quoted prices must include all maintenance and labor fees for products that are no longer under warranty.
- Bidder shall be ready to provide samples of products for technical evaluation.
- Prices shall be quoted net of any discounts or allowances and exclusive of vat.
- Bidder must include price for spare parts in the bidder response form , prices must include all maintenance and labor fees for products that are no longer under warranty.
- Quoting several brands is an option .
- The quoted items are subject to change based on future updates and advancements in hearing technology.



❖ **Qualification:**

The submitted bid offer should include the following documents:

- Valid certificate of company registration
- Valid certificate of municipality registration
- Valid certificate of Ministry of Health registration
- Company letter endorsing the authorized person for signature
- Official distributor authorization from the hearing aid manufacturer
- Certificate of country origin for the manufacture of hearing aids submitted in the offer
- EC or FDA certification
- Specification sheet and warranty description attached to the compliance sheet for each product
- Description of his /her experience with amplification products and /or hearing health care (company portfolio) .
- Positive reviews and feedback from customers on quality of products and services.

❖ **Insurance Policy.**

The bidder, and as a part of his proposal, shall provide the following:

- a. A third-party liability insurance policy in an amount of not less than \$100,000 (depending on the risk involved) to cover any bodily injury or material damages caused by, or due to the operations of the Contractor. The insurance shall cover the Contractor's work performance, wrongdoing, neglect, and consequential damages.
- b. A worker's compensation insurance in compliance with applicable laws and regulations to cover his personnel while performing their duties at AUBMC. It should include AUBMC for treatment as part of the insurance network.

❖ **Proposal Requirement:**

- Proposals should carry supplier's reference number and proposal date
- All proposal documents must be stamped by the official commercial seal and signed by an authorized representative of the supplier, each page must be initialed, and the final page must be signed and dated.
- hard and e-copy in unprotected mode of Proposals in a one sealed envelope.
- Offer shall contain one original, clearly marked "Original", and one copy, clearly marked "Copy".





❖ Submission Deadline Date and Venue:

Proposals must be submitted on or before: **15-July-2024** Monday to Friday: 8:00 a.m. till 13:00 p.m. to the following address:

American University of Beirut Medical Center
Medical Bids
Medical Administration Building, 6th floor, Room 605

OR

by e-mail: medbids@aub.edu.lb

No bids are accepted after the above-mentioned date, in the event that AUB offices are officially closed on the date the proposals are due, the deadline for submission shall be automatically extended until the next business day

All Proposals shall be submitted in sealed envelopes carrying:

- Supplier's stamp
- Bid Reference
- Company name

N.B: Bids submitted by fax or erroneously sent directly to Procurement department will not be considered or even acknowledged

❖ Submittal timeline will be as following:

| Description | Date |
|--------------------------------------|--------------|
| Bid Issue | 02-July-2024 |
| Supplier confirmation of receipt | 04-July-2024 |
| Bidder's inquiries | 09-July-2024 |
| AUBMC answers to inquiries | 12-July-2024 |
| Deadline for full Proposal submittal | 15-July-2024 |

❖ Questions and Queries

Inquiries related to specific parts of this RFP shall be addressed to: purchasingmc@aubmc.edu.lb, and Mk346@aubmc.edu.lb



❖ Apology:

In case the requested items are not available, or you do not want to participate in this bid, you are kindly requested to respond by submitting a written apology indicating the reason and the bid reference number or you can send an apology by e-mail.

❖ Payment:

To be discussed.

❖ Insufficient Data:

It is the responsibility of the person submitting the proposal to ensure the completeness of the information submitted. Failure to do so may result in the elimination of the proposal from consideration.

❖ Costs

The university will not be liable for any costs incurred by Suppliers for developing the proposal, performing presentations or demonstrations, and any other expenses incurred by the Suppliers before the award and contract signature

❖ Disclosure

Supplier represents and certifies that the offer has not been knowingly disclosed directly or indirectly to any competitor or AUB staff or other supplier before the opening of proposals by AUB. Supplier represent and certifies that the financial terms have been established independently without consultation, communication, or agreement for the purpose of restricting competition or any matter relating to such prices with any competitor or other supplier. Supplier represents and certifies that no attempt has been made to induce any other company or person to submit or not to submit a proposal in response to this RFP for the purpose of restricting competition.



❖ Proposal award policy

The University reserves the right to reject any or all proposals and to award this tender in whole or in part to the supplier or suppliers that, in its opinion, offers the most advantageous combination of cost, quality, service and other factors which in its sole discretion are deemed important to the University.

AUBMC may accept or reject any or all bids and shall not be required to provide justification for any such selection or rejection. AUBMC may also cancel this invitation to bid at any stage, whether before or after the selection of the successful bidder (but prior to signature of the contract) without having to provide any justification and without incurring any liability whatsoever as a result thereof.

❖ Validity

Proposals submitted shall be valid for at least 12 Months from the date of submission. Proposals will be treated as final, and binding offers and may not be amended or withdrawn

Mohamad Walid Halwani
Deputy Director of Procurement, AUBMC