

HELPAGE INDIA
C-14, Qutab Institutional Area,
New Delhi-110062

Request for Proposal (RFP)
Empanelment of the agency for the Supply of Assistive Devices & Utility Items on a
PAN India basis

I. About HelpAge India

HelpAge India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

In order to meet the Assistive Devices & Utility Items requirement, **HELPAGE INDIA** invites bids for “**Empanelment of the agency for Supply of Assistive Devices & Utility Items on PAN India basis**” as per details, terms, and conditions are given below:

II. Terms and conditions

1. The agency can be an individual/HUF/Partnership firm/Company incorporated under the laws of India.
2. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders.
3. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
4. The agency shall bear all costs associated with the preparation and submission of the bid.
5. The agency must have a PAN (Permanent Account Number) and be registered with GST and the document for the same is to be attached.
6. HelpAge India reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to the award of the contract without thereby incurring any liability to the affected agency.

7. The bidding Agency should be able to provide proof of appointment as stockiest/wholesale distributors of the companies mentioned in Brand column, for at least two years.
8. Agency should have minimum average annual turnover of Rupees 2 crores for the three preceding financial years from Assistive devices and Utility Items.
9. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
10. Schedule of supply will be provided by HelpAge India while issuing Purchase Order to the selected bidder. In case of delay in supply, penalty will be levied.
11. HelpAge India reserves the right to cancel the contract based on performance without assigning any reason thereof.
12. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
13. In the event of award of contract, the agency shall be able to supply the Assistive Devices & Utility Items within 15 days of award of contract as per the schedule provided by HelpAge India.
14. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.

15. Documents required to release the payment:

- a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
- b. Documentary proof of the delivery including E-Way Bill, wherever applicable, as per Purchase order

16. Agencies that will be technically qualified would only be considered for opening of financial bids.
17. The bidder is expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required under this RFP or to submit a bid not substantially responsive to this RFP in all respect will be at bidder's risk and shall result in rejection of the bid.
18. The bidder and their respective officers, employees, agents shall observe the highest standards of ethics dividing the bidding process. HelpAge India has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to HelpAge India personnel. Notwithstanding anything to the contrary contained herein, HelpAge India shall reject bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has directly or indirectly or through an agent, engaged in corrupts/fraud tent/coercive/undesirable or restrictive practice in the bidding process.

19. Indemnity

The bidder shall indemnify HelpAge India against all actions, suits, claims and demands brought or made against HelpAge India in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to HelpAge India in consequences to

any action or suit being against the selected vendor for anything done or committed to be done in the execution of this contract.

20. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
21. The bidder is expected to examine all instruction, forms, terms and specification
22. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement.
23. The agency needs to submit 'Technical Bid' & 'Financial Bid' in two attachments (as per Annexure 2 & 3) specifying as '**Technical Proposal for Empanelment of the agency for purchase and supply of Assistive Devices & Utility Items on PAN India Basis**' and '**Financial Proposal for Empanelment of the agency for purchase and supply of Assistive Devices & Utility Items on PAN India Basis**'.
24. All the bid needs to be submitted via [email to procurement@helpageindia.org](mailto:emailto%20procurement%40helpageindia.org) by **Monday, 12th May 2024 at 23.59 hours IST**
25. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
26. The rates quoted by the agency will be inclusive of all Taxes/Packing and Freight Charges etc. Agency should submit the financial bid as per the Annexure-3: Financial Bid Format.
27. Agency shall bear the Insurance if any taken.
28. The rate quoted by the agency will be valid for 01 year from the award of the contract.
29. **Payment Terms**
 - Payment to successful bidder shall be made in Indian Rupee through account payee Cheque/NEFT/RTGS.
 - Payment to the successful bidder shall be released in 30 days after submission of original invoice & proof of delivery of goods at our Head Office at Delhi.
 - Payment shall be subject to deduction of TDS (Tax deduction at source) at the rate applicable from time to time as per the income Tax act 1961 and other applicable deductions/Taxes.
30. Assistive Devices & Utility Items not in good condition, in any lot, shall not be accepted by HelpAge India and are to be replaced by the selected Bidder.
31. Assistive Devices & Utility Items, which will be procured by HelpAge India must be having minimum 1-year warranty by the selected Bidder.

32. Assistive Devices & Utility Items should be of same brand/company as specified in the Purchase Order issued by HelpAge India. No substitute of same device of any other company shall be accepted by HelpAge India, without obtaining prior approval in writing from HelpAge India authorized representative. In case the manufacturing of the Assistive Devices & Utility Items is stopped by the company or the Assistive Devices & Utility Items are not available in the market, the same needs to be communicated in writing and prior approval of HelpAge India authorized representative shall be required for supply of such substitutes.

33. In case the Assistive Devices & Utility Items supplied by the Supplier are found to be dubious or spurious, the Supplier shall indemnify the HelpAge India against all losses/claims that may be caused/lodged against HelpAge India on account of such defective Assistive Devices & Utility Items including the rights / damages available under the various laws of the land.
34. Bidder has to take the responsibility of supplying devices directly to locations. Damages incurred during transit would be borne by the bidder and no additional charges would be paid towards freight, if any, incurred.
- 35. Penalty**
HelpAge India shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 1% of the price of agreed unperformed good supply or for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HelpAge India may consider termination of the contract
36. The issue of this RFP does not imply that HelpAge India is bound to select a bidder or subsequently to award the contract to the shortlisted bidder, as the case may be, for the project/services and HelpAge India reserves the right to reject all or any of the bids or bidders without assigning any reasons.
37. Any technical and financial bid with inadequate information and those which do not meet the eligible criteria or received after the closing date & time will not be entertained and considered under any circumstances.
38. The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of RFP.
39. The Agencies should also submit an undertaking as per **Annexure-4**.
40. The empanelled vendors will further ensure and undertake that self-attested Copies of valid Licenses, wherever applicable on date of application submitted along with RFP and their Licenses should remain valid till the end of the contract period.
41. The contract may be terminated on breach of any of the clauses of this RFP.
42. HelpAge India reserves the right to cancel the bid anytime without prior information/notice.
43. Agencies are requested to upload the clearly visible documents only otherwise it shall be liable for rejection without any further communication.

We agree and abide by all terms and conditions as mentioned above including the validity of the offer

Utmost confidentiality of the data provided shall be maintained.

**Annexure- 1 Technical Bid Format
(To be filled, sign & stamp by Agency)**

A

S.No	Particulars	Remarks	Work Experience
1	Experience with HelpAge India/Govt. Agency/NGO/Development Sector	Yes/No	
2	Experience in similar Type of Product supply	Year	

B

S.No	Particulars	Last 3 Year		
		2020-2021	2021-2022	2022-2023
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)		2	

C

S.No	Particulars	Top 5 Client List
4	Clientele List	

D

S. No.	Particulars	Details (GST & PAN No.)
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5	PAN	
6	GST	

**HELPAge India Institutional Area, New
Delhi-110062**

Annexure- 2: Technical Bid Format

Location -: PAN India basis

	SPECIFICATION (TECHNICAL)	AGENCY'S REPOSE (in brief)
1.	Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India	
2.	The acknowledgement for delivery of supply to be submitted as proof along with invoice.	
3.	The agency is capable (as defined in RFP document) and agrees to complete the supply within specified time as agreed upon otherwise penalty clause will be invoked.	
4.	Past experience of the agency in supply of items or similar items, as listed in this RFP. Please give details or provide list of clients to whom similar goods have been supplied.	

5.	Management reserves the right to empanel one or more agency (on the basis of Quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietor ship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activities.	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the purchase order: the decision of the HelpAge India shall be final and binding in this regard.	
10.	The final price will remain valid for one year from the award of the Purchase order/ contract	

Please Note:-

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly stamped & signed by the Authorised signatory**
- 3. The form must be submitted on or before due date and time.**

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Annexure-3: Financial Bid Format

We are submitting the below quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.

	SPECIFICATIONS	AGENCY'S REPOSE (Agree/Disagree)
1.	Rates will be inclusive of all Taxes/Levies/Packing and Freight Charges etc.	
2.	TDS as applicable will deduced as per Income Tax Act, 1961	
3.	Payment will be made through cheque / NEFT/ RTGS.	
4.	Duly Certified bills along with signed delivery challan will be submitted for every completed supply on monthly basis.	
5.	Payment shall be made in 30 days after submission of original invoice & proof of delivery of goods at our Head Office at Delhi.	
6.	Penalty clauses will apply as defined in the RFP: the decision of the HelpAge India/ Project Management shall be final and binding in this regard	



To,
Purchase Committee
HelpAge India
C-14, Qutab Institutional Area,
New Delhi 110016

We are submitting the below quotation for the above after understanding completely the technical specifications and other terms and conditions relating to the time frame, and quality as spelled out in the Bid document.

Item No.	PRODUCT	MODEL NO	BRAND	APPROX QTY	PRICE PER UNIT WITH INCLUSIVE GST/FREIGHT CHARGE
1	SINGLE WALKING STICK WITH GRIP RUBBER	L-TYPE UNIVERSAL	TYNOR	2000	
2	TRIPOD WITH GRIP RUBBER	MEDIPEDIC L SHAPE-0978	VISSCO	2000	
3	QUADRIPOD STICK	MEDIPEDIC -3907	VISSCO	2000	
4	WALKER WITHOUT WHEEL (FOLDABLE) WITH GRIP RUBBER L-37	ERGO UNI L-37	TYNOR	2000	
5	AUXILLUARY CRUTCHES WITH GRIP RUBBER	AUXILLUARY	TYNOR	2000	
6	ELBOW CRUTCHES -SINGLE ARM	0916/AS ASTRA PLUS	VISSCO	2000	
7	WHEEL CHAIR WITH COMODE	COMFORT LIFE PC NO -9979	VISSCO	2000-3000	



8	WHEEL CHAIR WITHOUT COMODE	RADEO WITH MAG WHEELS-9983	VISSCO	2000-3000	
9	HEATING PAD SINGLE	ACCUSURE	ACCUSURE	1000	
10	HOT WATER BAG	ACCUSURE	ACCUSURE	1000	
11	KNEE CAP -(PAIRS)	TYNOR	TYNOR	2000	
12	ADULT DIAPERS	FLAMINGO	FLAMINGO	2000-5000	
13	BACK SUPPORT -SACRO LUMBAR BELT	PC NO-0101	VISSCO	1000	
14	FOLDING COMMODE (BESIDE COMMODE)	941	VISSCO	1000	

Important Note-

- Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India.
- The rates quoted shall be valid for one year from issue of purchase order.
- Cost of item should include all kind of packaging, processing & transportation & other charges along with taxes.



Annexure-4

Undertaking to be submitted by Bidder/Vendor/Tenderer **(On
Rs.10/- stamp paper)**

This has reference to the RFP dated In response to the RFP, we have submitted our technical & financial bids onat your email address..... In connection with the above bids, we hereby declare as under:-

- i- That we are neither related to any of your Board Members, Officers, and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
- ii- That we have submitted the bids in the name of M/S..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
- iii- We undertake that:
 - a. All information furnished by us in respect of fulfillment of eligibility criteria and qualification information of the Bid is complete, correct and true.
 - b. All copy of documents, credentials, and documents submitted along with this Bid and genuine, authentic, true and valid.
- iv- We undertake that
 - a. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
 - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
 - c. No Criminal proceeding are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company. (Indicate any convictions if any against the above persons or Agency.)
 - d. The firm/company has not been declared insolvent, bankrupt, not in receivership, or being wound up, not have its affairs administered by a court or a judicial officer
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HelpAge India has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.
- v- We understand that HelpAge India is not bound to accept any bid received against RFP and HelpAge India has right to reject all or any bid without assigning any reason or giving any explanation whatsoever.

