



Terms of Reference

Provision of Eye and Hearing Services for beneficiaries with visual and hearing impairment in refugees' camps and selected Host Community are in Ukhiya and Teknaf Upazilas under Cox's Bazar.

1. Background:

Humanity & Inclusion (formerly Handicap International) is an international non-governmental Organization founded in 1982 and currently located in more than 60 countries worldwide. Humanity & Inclusion is an independent and impartial aid organisation working in situations of poverty and exclusion, conflict and disaster. The organisation works alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

HI has been implementing a project with title 'Improving Disability Inclusion in the Rohingya and Host Communities Humanitarian Response' in Cox's Bazar since June 2024 with the finding support of DFAT. One of the objectives of the project is to Improve the reach and quality of disability-specific services in the Cox's Bazar camps. Under the objective, eye and hearing services for the persons with visual and hearing impairment are one of the crucial interventions designed to address the prominent needs of the services among the most vulnerable people living in the project implementation areas. To ensure effective provision of the planned interventions, it is decided to recruit and deploy relevant specialized organizations who directly engage at field for timely and quality services.

2. Objectives

- To provide comprehensive eye and hearing assessments for community members with visual and hearing impairments, ensuring early detection and intervention.
- To promote awareness and education about eye and hearing health within the community, encouraging preventative care and regular check-ups.
- To ensure follow-up care and support for individuals with identified eye or hearing issues, facilitating continuous improvement and management of their conditions.

3. Scope of Work

A. Eye Services

- Provide eye assessment services (vision test) to at least 1800 beneficiaries with visual impairment through organizing eye campaign.
- Offer 2 times follow-up consultations to monitor and adjust prescriptions need basis.

B. Hearing Services

- Provide hearing assessment services (hearing test) to at least 800 beneficiaries with hearing impairment through organizing hearing campaign.
- Offer 2 times follow-up consultations to ensure the effectiveness and proper functioning of hearing aids.

4. Location of the actions:

The locations of the proposed actions are all the refugees' camps (total 33 camps) and Host communities (Baharchara and Palongkhali unions) under both Teknaf and Ukhiya Upazilas, Cox's Bazar.

5. Deliverables

Eye Health (LOT- 1)

- A. At least 1800 beneficiaries received Eye assessment services (vision test).
- B. At least 1000 beneficiaries (out of 1800) received 2 follow-ups as need basis.
- C. Inputted Day to day service data and assessment form in HI format
- D. Quarterly reports on eye health services provided, including assessments and glasses issued.
- E. Follow-up reports on the effectiveness of prescribed glasses.

Hearing Health (LOT -2)

- F. At least 800 beneficiaries received hearing assessment services (hearing test).
- G. At least 360 beneficiaries received 2 follow ups as need basis.
- H. Quarterly reports on hearing health services provided, including assessments and hearing aids issued.
- I. Follow-up reports on the effectiveness and user satisfaction of hearing aids.
- J. Inputted Day to day service data and assessment form in HI format

6. Duration:

The contract will commence on tentative 25th September 2024 and will remain effect until 30th September 2025.

7. Roles and responsibilities both parties

HI

- Provide support to organize the eye and hearing campaign at field.
- Support to identify beneficiaries during follow up services at field.
- Ensure necessary permission from Government authorities for the services provision at field.

Service provider

- Organize the eye and hearing campaign at field as per plan/schedule agreed by both parties.
- Deploy consultant with equipping necessary testing materials at the time of campaign and follow up.
- Ensure all necessary technical standards of the service provision including provision of devices.
- Liable for all kinds of logistics arrangements for ensuring timely provision of services.
- Inputted Day to day service data and assessment form in HI format .

7.1 Parties Involved in the Evaluation and Responsibilities

Party	Roles & Responsibilities
Steering Committee (AM, PM, TS, TO)	<ul style="list-style-type: none">• Review the received proposal• Participate in meetings (kick off meeting, interview of the consultants, inception meeting, etc.).• Support in recruitment of the service provider (constitute the review committee).• Review the draft report and provide inputs.• Validate the final report based on the HI quality checklist attached in annexes.

Operations Team (Senior Project Manager, TM, TO, Project officer)	<ul style="list-style-type: none"> • Ensure that implementation complies with administrative, temporal and financial conditions. • Plan budgetary needs and process supply requirements. • Communicate and mobilize the service provider according to need. • Plan the agenda with stakeholders and beneficiaries as soon as the plan will be elaborate.
Finance	<ul style="list-style-type: none"> • Guide on financial aspects of the project. • Made the payment to the service provider as per the agreed instalments as well the terms and condition.
Technical Team (TS, TO)	<ul style="list-style-type: none"> • Participate in the service provider selection process. • Review and provide feedback on the service provision. • Regularly monitor the activities and provide feedback in maintaining technical standard
MEAL	<ul style="list-style-type: none"> • Orientated the service provider staff about assessment form and data. • Monitor the data collection and quality of data collection. • Oversee the entire service provision about MEAL perspective.
Service provider	<ul style="list-style-type: none"> • Organize the eye and hearing campaign at field as per plan/schedule agreed by both parties. • Deploy consultant with equipping necessary testing materials at the time of campaign and follow up. • Ensure all necessary technical standards of the service provision including provision of devices. • Liable for all kinds of logistics arrangements for ensuring timely provision of services. • Inputted Day to day service data and assessment form in HI format
Logistics Team/HR	<ul style="list-style-type: none"> • Support on the hiring of a service provider which include but not limits to the publication of the offer, receiving the application etc.

8 Means

8.1 Expertise Sought from the Service provider

Qualifications and experience required

- The service provider must employ qualified optometrists and audiologists with a minimum of two to five years of professional experience.
- Must have a valid license to operate in the fields of optometry and audiology program/ activities.
- Must have a track record of providing eye and hearing services for at least two years in Cox's Bazar and within humanitarian settings.
- Must possess the necessary equipment and facilities to conduct comprehensive eye and hearing examinations at the community level or through outreach services.
- Must have experience in conducting eye assessments, performing hearing tests, and arranging necessary measures for beneficiaries with eye & hearing impairments.
- Must have experience and knowledge of disability programming.
- Must have experience in service provision within refugee camp contexts.
- Must have the ability to provide clear, concise reports in English language.

Applications that do not meet the minimum technical requirements will be considered technically non-compliant and will not be evaluated further

9 Selection Process

A transparent and competitive process will be followed to recruit the service provider

9.1 Assessing the Service Provider

Stage 1: Screening of Applications

- All submitted applications will be screened to ensure that they have all necessary documents and requirements.
- Bidders without all necessary documents and information will not be considered for further analysis.
- The selection criteria include:
 - Financial Proposal, which accounts for 20% of the total score.
- **Technical Proposal- 80%**
 - Experience in providing eye and hearing service both host and camp in Cox's bazar 20%
 - 5 years' experience: 20
 - 3 Years experience: 15
 - 2 Years experience: 10
 - Qualifications and Experience for ophthalmologist and Audiologists available within the service provider organisation, which accounts for 20% of the total score.
 - 2 Refractionist and 2 audiometric technicians with Diploma degree and at least 5-year experience: 20
 - 2 Refractionist and 2 audiometric technicians with Diploma degree and at least 3-year experience: 15
 - 2 Refractionist and 2 audiometric technicians with Diploma degree and at least 2-year experience: 10
 - Range of Services Offered, which accounts for 20% of the total score.
 - comprehensive eye and hearing services include (Vision test, spectacles provision, hearing test, hearing aid), availability to follow up and counselling: 20
 - Equipment and Facilities which accounts for 20% of the total score:
 - Availability of quality diagnostic equipment's and available to provide service in both camp and host community of Ukhiya and Teknaf: 20
 - Availability of quality diagnostic equipment's and available and able to provide service in Host community only: 15

Stage 2: Shortlisting of Applications and Interview

- Organizations that meet the minimum requirements in the preliminary screening will move to the next step.
- Shortlisting will be based on the selection/screening criteria mentioned.
- Reference check will be done following the shared supporting documents of the bidder

Stage 3: Selection

After evaluating all components, a final report will be created, and the best organization will be selected and offered a contract. HI may award more than one service provider considering the evaluation outcome.

10 Payment Condition

Payment will be made in quarterly upon receipt of satisfactory deliverables and reports. Detailed payment terms and conditions will be specified in the final contract.

- **1st instalment:** Within October 2025, after completing the assessment. on the basis of receiving the validated actual invoice of service provision. If service provider able to asses more than payment will be done according to the number of assessments.
- **2nd instalment:** Within February 2025, after completing the assessment. on the basis of receiving the validated actual invoice of service provision. If service provider able to asses more than payment will be done according to the number of assessments
- **3rd Instalment:** Within May 2025, after completing the assessment. on the basis of receiving the validated actual invoice of service provision. If service provider able to asses more than payment will be done according to the number of assessments
- **4th Instalment:** Within September 2025, after completing the assessment. on the basis of receiving the validated actual invoice of service provision. If service provider able to asses more than payment will be done according to the number of assessments

Caution:

11 Submission Requirements

Interested service providers should submit:

- A detailed proposal outlining their approach to delivering the required services.
- Evidence of qualifications and experience.
- References from previous clients.
- A detailed budget and cost breakdown.

12 Financial offer

The financial proposal should cover the relevant costs for Eye and hearing services, including vision test fees, Hearing test costs including transport and other relevant costs.

Visual Service (Lot-1)			
Service Item	Session	Rate (Cost in BDT per person)	Total cost in BDT (Including of VAT & TAX)
Consultancy and Test	1800		
1st Follow up	1000		
2nd Follow up	1000		
Total Cost for Visual Service			
Hearing Service (LOT-2)			
Service Item	Session	Rate (Cost in BDT per person)	Total cost in BDT (Including of VAT & TAX)
Consultancy and Test	800		
1st Follow up	360		
2nd Follow up	360		
Total Cost for Hearing Service			
Grand Total			

If needed service provider can add necessary rows and columns in the above table to reflect the details quoted price

13 Submission of Applications

Application process

- To apply, interested organizations must send an email containing:
 - Organization profile(s)
 - Documentation of legal status, including registration as a company
- Last TAX Submission Copy (Mandatory for Both Individual and Firm)
- Bank Solvency Certificate (optional for both individuals and companies)
- Insurance certificate (optional for both individuals and companies)
- Applicants must include a technical and financial proposal (maximum 15 pages) that outlines proposed methodologies and schedule.
- Applicants must provide documents demonstrating their experience in rehabilitation, Eye and hearing service provision.
- Applicants must provide documents demonstrating their experiences to work with different NGO/ INGO.
- Quoted price should include VAT and TAX following government rules. If any amount is excluding VAT and TAX, it should be shown with a necessary breakdown.
- Payment conditions should be clearly mentioned in the financial offer.
- Bank details, including the name of the account, bank name, branch, swift code, etc., must be provided.
- Proposals must be submitted in BDT.

- Interested organisations or service providers who meet the requirements should submit a proposal to by **29th September 2024 (11.59PM – BGD time)**

Applications that do not include the above will be considered administratively non-compliant and will not be evaluated further

Online Bid Submission address:

Send a digital file in the form of an email* sent to the dedicated email address:

log.cox@bangladesh.hi.org ; with the tender reference “**Eye and Hearing service for DFAT project beneficiaries- PD-UKHI-01291**” in the subject).

*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.