RWANDA NATIONAL UNION OF THE DEAF

P.O Box 5810, Kigali,Rwanda
0788209212/ 0784829003 (SMS)
infornud2010@rnud.org

https://www.rnud.org
TIN No: 102042198

TERMS OF REFERENCE

Project: Strengthening Inclusive and Comprehensive Ear and Hearing Care Services in Rwanda
Project Code: P11064
Project Locations: Rubavu and Ngoma Districts
Procurement Title: Supply, Delivery, Fitting and After-Sales Support of 170 Pairs of Hearing Aids

1. Background

The Rwanda National Union of the Deaf (RNUD), in partnership with CBM Rwanda, is implementing the project *Strengthening Inclusive and Comprehensive Ear and Hearing Care Services in Rwanda*, in Rubavu and Ngoma districts.

The project aims to enhance access to inclusive, equitable and sustainable ear and hearing care services, particularly for Deaf and hard-of-hearing persons in Rwanda.

One of the project's key intervention areas is to improve access to appropriate assistive devices and treatment for people with hearing difficulties. Through community- and school-based ear and hearing screening activities, individuals with hearing difficulties are identified and referred for further audiological assessment and appropriate hearing care services.

To respond to the identified needs, RNUD intends to procure quality hearing aids suitable for children, youth and adults aged 0–35 years who require hearing support, based on their individual audiological assessments. The planned procurement quantity is 170 pairs of hearing aids, with the final models and configurations determined by individual audiological assessments and professional recommendations.

RNUD therefore invites qualified and experienced suppliers to submit quotations for the supply, delivery, fitting and provision of after-sales support for hearing aids in accordance with the requirements outlined in this Terms of reference.

2. Purpose of the Procurement

The purpose of this procurement is to ensure the availability of quality, reliable and appropriate hearing aids to improve hearing access, communication, learning participation and social inclusion among children and young people with hearing difficulties in the project intervention areas.

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3. Specific Objectives

The procurement aims to:

- Provide appropriate hearing aids to eligible beneficiaries based on their individual audiological assessments.
- Ensure access to quality, durable and user-friendly hearing aids suitable for children, youth and adults.
- Improve beneficiaries' communication, participation in education and interaction within their families and communities.
- Ensure proper fitting, programming, orientation and follow-up support for hearing aid users.
- Establish access to maintenance, repair services and technical support after delivery.

4. Scope of Supply and Services

Supplying 170 pairs of new, original and high-quality hearing aids in accordance with the approved technical specifications and beneficiaries' individual audiological needs.

The selected supplier shall be responsible for:

- Supplying new, original and high-quality hearing aids that meet the required technical specifications.
- Providing different hearing aid models or configurations suitable for different degrees and types of hearing loss.
- Supplying appropriate accessories, including earmoulds, batteries or rechargeable components, chargers and other necessary accessories.
- Conducting individual hearing aid programming and fitting based on beneficiaries' audiological assessment results.
- Providing technical support during the fitting and adjustment process.
- Orienting beneficiaries and their caregivers on the correct use, cleaning, storage and maintenance of hearing aids.
- Providing warranty services, maintenance, repairs and after-sales technical support.
- Providing user manuals and relevant technical documentation.

5. Minimum Technical Specifications

The proposed hearing aids must meet the following minimum requirements.

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No	Technical requirement	Minimum specification
1	Device condition	New, original and unused hearing aids.
2	Technology	Digital hearing aids with programmable settings.
3	Hearing loss coverage	Suitable configurations for mild, moderate, severe and profound hearing loss, according to clinical assessment and device capability.
4	Programming	Adjustable and programmable according to individual audiological results.
5	Sound processing	Appropriate digital sound processing with adjustable amplification and compression.
6	Noise management	Noise reduction and feedback management features.
7	Microphone system	Directional microphone functionality or equivalent, where appropriate to the proposed model.
8	Design	Appropriate models for children, adolescents and adults, mainly Behind-The-Ear (BTE) options.
9	Earmoulds	Provision of appropriately sized, customized and properly fitted earmoulds for all beneficiaries, according to individual ear anatomy and audiological requirements.
10	Power supply	Rechargeable or replaceable battery options, with the necessary charging equipment or initial battery supply.
11	Durability	Robust construction suitable for regular daily use, with manufacturer-declared resistance to moisture and dust where applicable.
12	Accessories	All essential accessories for proper fitting, functioning, daily use and maintenance, including earmoulds, ear tips, batteries or chargers, and cleaning kits, as applicable.
13	User support	User manual and instructions for use in an accessible format where possible.
14	Warranty	Minimum 12-month manufacturer's warranty covering manufacturing defects and technical failures under normal use.

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15	After-sales services	Availability of technical support, maintenance and repair services.

Important technical requirement: The supplier must provide detailed technical specifications for each proposed model, including the number of adjustment channels, maximum output, frequency range, battery performance, available connectivity and other relevant features.

The final selection and fitting of each hearing aid must be guided by individual audiological assessment and professional recommendations. No single hearing aid model should be assumed to be suitable for all beneficiaries.

6. Required Accessories and Additional Services

The supplier shall include the following in the quotation, as applicable:

- Appropriate earmoulds and ear tips.
- Batteries or rechargeable batteries.
- Charging devices for rechargeable hearing aids.
- Cleaning kits and maintenance accessories.
- Programming and fitting services.
- Initial orientation for beneficiaries and caregivers.
- Technical support and maintenance services.

All accessories necessary for the proper functioning of the supplied hearing aids must be clearly indicated and priced.

7. Supplier Qualifications and Eligibility Requirements

Interested suppliers must demonstrate the following:

- Valid business registration and legal authorization to operate.
- Experience in supplying hearing aids or related audiological equipment.
- Evidence of being an authorized distributor, manufacturer or recognized supplier of the proposed hearing aid brands.
- Availability of qualified audiology or hearing care professionals to support fitting and programming.
- Ability to provide warranty, maintenance and after-sales services.

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- Availability of genuine spare parts and accessories.
- Evidence of previous experience supplying hearing aids to hospitals, health facilities, NGOs or other relevant institutions.
- The supplier must submit the relevant supporting documents together with the quotation.

8. Required Documents for Tender Submission

Interested suppliers shall submit:

- ✓ Company profile.
- ✓ Valid business registration certificate.
- ✓ Valid Tax Identification Number (TIN) and relevant tax compliance documents.
- ✓ Detailed technical specifications and brochures of the proposed hearing aids.
- ✓ Manufacturer's name and country of origin for each proposed model.
- ✓ Evidence of authorized distributorship or manufacturer recognition, where applicable.
- ✓ Financial quotation indicating unit prices.
- ✓ Warranty conditions and after-sales service arrangements.
- ✓ Estimated delivery period.
- ✓ At least two relevant references or evidence of previous similar assignments, where available.

9. Evaluation Criteria

The procurement committee will evaluate the submitted offers based on the following criteria to ensure transparency, quality, technical suitability and value for money.

No.	Evaluation criteria	Weight
1	Compliance with minimum technical specifications	30%
2	Quality, functionality and suitability of the proposed hearing aids	20%
3	Supplier experience, qualifications and technical capacity	15%
4	Warranty, maintenance and after-sales support services	15%
5	Delivery period and availability of accessories and spare parts	5%
6	Financial competitiveness and value for money	15%
	Total	**100%**

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Only suppliers meeting the mandatory eligibility requirements and minimum technical specifications will proceed to the detailed evaluation stage. The evaluation will be conducted objectively and consistently, based on the criteria and weightings specified in this ToR and in accordance with RNUD procurement procedures.

10. Delivery and Implementation Requirements

The selected supplier shall:

- ✧ Deliver the hearing aids to the location designated by RNUD.
- ✧ Ensure that all devices are new, properly packaged and accompanied by the necessary accessories.
- ✧ Provide technical documentation and warranty certificates.
- ✧ Coordinate with RNUD and relevant hearing care professionals to organize individual fitting and programming.
- ✧ Ensure that beneficiaries receive appropriate orientation on hearing aid use and care.

The delivery and fitting schedule shall be agreed upon between RNUD and the selected supplier.

Delivery location: RNUD Head Office.

Expected Delivery Period: The supplier shall deliver the items within two (2) weeks from the date of signing the contract.

11. Inspection and Acceptance

RNUD, together with designated technical personnel, shall inspect the supplied hearing aids to verify:

- ◆ Compliance with the approved technical specifications.
- ◆ Quantity and condition of the supplied devices.
- ◆ Availability of all required accessories.
- ◆ Functionality and proper programming.
- ◆ Availability of warranty certificates and technical documents.

Final acceptance shall be granted upon confirmation that the supplied devices and related services meet the agreed requirements.

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Any defective, damaged or non-compliant devices shall be replaced by the supplier at no additional cost to RNUD.

12. Warranty and After-Sales Support

The supplier shall provide:

- A minimum 12-month warranty from the date of acceptance.
- Technical assistance for troubleshooting and maintenance.
- Repair or replacement of defective devices covered by the warranty.
- Availability of spare parts and accessories.
- Guidance to beneficiaries and caregivers on proper use and maintenance.
- The supplier must clearly indicate the warranty coverage, exclusions, repair arrangements and contact details for after-sales support.

13. Payment Terms

Payment shall be made in accordance with RNUD financial and procurement procedures and the terms agreed upon in the contract.

Payment will be subject to:

- ✓ Successful delivery and inspection of the hearing aids.
- ✓ Confirmation that the supplied devices comply with the agreed specifications.
- ✓ Submission of a valid invoice and relevant supporting documents.
- ✓ Formal acceptance by RNUD.

All applicable taxes and other charges must be clearly indicated in the financial quotation.

14. Submission of Quotations

Interested and qualified suppliers are invited to submit their technical and financial quotations, together with the required supporting documents, to RNUD.

Submission deadline: not later than 30th November 2026

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Submission address: All required documents should be submitted at RNUD head office Kicukiro - Rubirizi st KK227 house 1

Late submissions may be rejected in accordance with RNUD procurement procedures.

Opening of the envelop: On 1st December 2026 at 11:00 AM

Allan Mutabazi
Executive director
Date:18th November 2026