

Terms of References (ToR)

for the installation of an Audiology Training Laboratory in Kenya

Contracting body:	MED-EL Elektromedizinische Geräte GmbH
Title of project:	Hearing Healthcare Alliance - Empowering the Hearing Healthcare Sector in Developing and Emerging Countries
Period for submission of offers:	6 th of August – 20 th of August 2025
Contact:	Bircan Güler-Akdemir, MSc (Project Manager)
	Bircan.akdemir@medel.com +43 664 607055592

1. BACKGROUND

The Hearing Healthcare Alliance "Empowering the Hearing Healthcare Sector in Developing and Emerging Countries", initiated by MED-EL and co-financed by the Austrian Development Agency, is looking for support in establishing a training laboratory for audiology and speech therapy in Kenya. Therefore, MED-EL invites bids for supply and installation of an audiology training laboratory in Nairobi, Kenya. Experience in Sales and Service in developing and emerging countries is essential for the companies submitting an offer.

2. MAIN STAKEHOLDERS

MED-EL Medical Electronics, based in Innsbruck (Austria), is a family-owned and globally active medical device company and one of the leading manufacturers of hearing systems. While the production is entirely located in Austria, the company is active in over 120 countries with more than 30 subsidiaries and branches worldwide. MED-EL accompanies patients throughout their hearing journey, starting from assessments and surgery to fitting of the processors and after sales measures such as rehabilitation. The central mission of the company is to overcome hearing loss as a barrier to communication and quality of life. As a family-owned company, MED-EL has a long-term perspective and wants to contribute to the local socio-economic development in countries of the global south.

The Austrian Development Agency (ADA) is the operational unit of the Austrian Development Cooperation. The ADA seeks to ensure that sustainable development works to the benefit of all people. The ADA co-finances projects of Austrian or European companies that empower societies in Africa, Asia and Southeast Europe.

3. CONTEXT

As part of the Strategic Partnership "Empowering the Hearing Healthcare Sector in Developing and Emerging Countries", which is co-financed by the Austrian Development Agency (ADA), and which is referred to as "Hearing Healthcare Alliance", MED-EL aims at sustainably strengthening the hearing-healthcare sector in selected developing and emerging countries. The overall goal is to significantly improve the diagnosis and rehabilitation of people with hearing impairment by establishing sustainable local structures in the hearing healthcare sector in 13 partner countries: Benin, Ghana, Côte d'Ivoire, Mali; Ethiopia, Kenya, Nigeria, Tanzania, Uganda; Bangladesh, Bhutan, Nepal; Pakistan. The emphasis will be put on education, infrastructure, and workforce development. As a result, the care of people with hearing impairment will be significantly enhanced.

An Audiology Training Laboratory is an important next step in the development of a world-class Audiology and Speech Language Pathology (ASLP) degree in Kenya. The opportunity for local students to gain practical training in critical screening and diagnostic procedures in a laboratory setting will provide the practical training exposure within the newly established BSC degree programme in ASLP.

Therefore, bids are invited to quote your best offer along with the details of specifications, terms & conditions for the following equipment:

4. SPECIFICATIONS and TECHNICAL CRITERIA

No	Description
1	Advanced Diagnostic Audiometer (2 test channels)
1	Diagnostic Immittance Audiometer
1	ABR Instrument
1	VIDEONYSTAGMOGRAPHY and Air Caloric Irrigator
1	Desktop Computer and Printer

No	Equipment	Description	Unit
1	Advanced Diagnostic Audiometer (2 test channels)	- Advanced Diagnostic Audiometer-Two test channel Including - 90 dB HL speaker x2 - VRA reinforcer and controller - Air Conduction Frequency range:125Hz -16000Hz Intensity level: -10dB HL -120dB HL (maximum at 500Hz,1KHz,2KHz&4KHz frequencies) Transducer: Circumaural Headphone, Insert earphones & Loudspeakers - Bone Conduction: Frequency range: 250Hz-4000Hz Intensity level: -10 dB HL -90 dB HL - Tests & special tests -Speech Audiometry -NBN Masking & Speech masking -Speech in noise -MLD -SISI -ABLB -MLB -STAT -Tone Decay Test -Automatic Audiometry (Bekesy) -HF audiometry - Stimulus & maskers -Puretone -Warble tone	1

		-Pulsed tone -Narrow band noise -Broad band noise -Speech noise • External inputs -CD/Tape -Talk forward & talk back microphone -Patient response button Patient Database - PC Software	
2	Diagnostic Immittance Audiometer	• Clinical Tympanometry -Probe tone: 226Hz, 678Hz & 1000Hz -Automatic and Manual tympanometry -Ipsi and Contralateral recording • Tests & Special tests -Single frequency tympanometry -High frequency tympanometry - Admittance recorder / B&G tympanograms -ETF (perforated and Intact) • Acoustic reflex -Frequency range: 500Hz,1KHz,2KHz&4KHz -Stimulus: Tone & BBN - Ipsi & Contralateral reflex recording • Tests & Special tests -Reflex decay test -ARLT	1
4	ABR Instrument	• Clinical / Diagnostic ABR • Transducers: -Insert earphones (AC) -Loudspeakers (AC) -Bone Vibrator (BC) • Stimulus: -Tone burst stimuli -Click stimulus -Chirp stimulus -Speech stimuli -Noise • Tests and special tests ABR: -Threshold estimation	1

		- Neuro diagnosis	
6.	Videonystagmography (VNG) and Air Caloric Irrigator		1
7.	Desktop Computer and Printer		1

3. DETAILS OF THE CONTRACT TO BE AWARDED & TASKS TO BE PERFORMED

Supplier's responsibility

- All the aspects of safe delivery and installation shall be the exclusive responsibility of the supplier.
- The supplier is obliged to immediately inform MED-EL about all circumstances that prevent the execution of the contract and in case of delay in delivery, supplier shall promptly inform MED-EL for extension of the delivery schedule accordingly.
- The supplier shall provide in its tender the relevant documents like technical data, technical specifications and other technical details, drawings etc. to establish that the goods and services offered in the tender fully conform to the goods and services specified by the purchaser in the tender documents. Moreover, the supplier shall provide documents like a declaration of conformity etc. for customs, if needed.

Services

The successful tenderer(s) shall be required to perform the following services:

- Installation, commissioning and demonstration of the goods
- Local presence of a technician during the installation (responsible for the training on handling of the equipment of the local team) and technical support presence during the launch/training days of the training laboratory
- Responsible for local registrations and the correct declaration of the goods
- Responsible for all import and customs procedures including duties, taxes and fees
- Supplying required number of operation & maintenance manuals for the goods
- Complaints must be attended properly, maximum within 24 hours
- 2 years warranty for the equipment, including all spare parts and accessories from the date of completion of the installation
- 3 years after sales services after the warranty period

Delivery and installation

- All the goods ordered shall be delivered and installed in Nairobi in Kenya within 1 month from the date of issue of supply order.
- All the aspects of safe delivery, installation and commissioning shall be the exclusive responsibility of the supplier(s).

5. Price

The contract price includes the cost of the equipment and services. A separate price list of all accessories, if any, must be attached along with the bid.

6. Other terms & conditions

- The company/companies should be at least in its/their 5th year of operations at the date of submission of the tender

- The company/companies should have experience in sales and service in developing countries

7. SUBMISSION OF DOCUMENTS

The bid must contain the following documents:

- a. Description of products and technical details
- b. Description of services
- c. Methodology
- d. Time schedule
- e. Cost plan/Price offer
- f. Name, function and qualification of the staff that will be engaged for this project

If necessary, a live demonstration of products and a concept presentation may be requested by MED-EL.

The documents (technical and price proposal) must be **submitted by 20th of August 2025** via e-mail (PDF only!) to Bircan.akdemir@medel.com.