

## **HELPAGE INDIA Procurement of Physiotherapy Equipment for Pan India Distribution**

**HELPAGE INDIA**

**Request for Proposal (RFP) Date: 9.1.2026**

### **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 Shelter support for destitute elderly, healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

In order to meet the **Physiotherapy equipment** requirements, **HELPAGE INDIA** invites bids for **procurement of Physiotherapy Equipment** as per details, terms and conditions given below:

### **II. Terms and conditions**

1. **Physiotherapy Equipment specification should be as per specification including packing & transportation to the specified location.**
2. The agency can be an individual/HUF/Partnership firm/Company incorporated under the laws of India.
3. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders dealing in **Physio Equipment**
4. 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.
5. The agency shall bear all costs associated with the preparation and submission of bid.
6. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
7. 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 award of contract without thereby incurring any liability to the affected agency.
8. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
9. Schedule of supply will be provided by HelpAge India while issuing Purchase Order/ email intimation to the selected bidder. In case of delay in supply, penalty will be levied.
10. HelpAge India reserves the right to cancel the contract based on performance without assigning any reason thereof.
11. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
12. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.
13. **Documents required to release the payment:**

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

14. Agencies that will be technically qualified would only be considered for opening of financial bids.

15. 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.

16. 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.

#### **17. 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.

18. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.

19. The bidder is expected to examine all instruction, forms, terms and specification

20. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement. Delivery has to take place in location.

#### **1. The agency needs to submit Bids as Proposal for Physiotherapy Equipment**

- 2. All the bid needs to be submitted via **[email to- procurement@helpageindia.org](mailto:email to- procurement@helpageindia.org) by 20<sup>th</sup> January -2026 at 23.59 hours IST**
- 3. 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 age
- 4. 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.
- 5. Agency shall bear the Insurance if any taken.
- 6. The rate quoted by the agency will be valid for one season from the award of the contract
- 7. Items not meeting the specified requirements has to be returned.

**(To be filled, sign & stamp by Agency)**

**Annex. 1 Technical bid format**

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

**B**

<b>S.No</b>	<b>Particulars</b>	<b>Last 3 Year</b>		
		<b>FY 2022-2023</b>	<b>FY 2023-2024</b>	<b>FY 2024-2025</b>
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)			

**C**

<b>S.No</b>	<b>Particulars</b>	<b>Top 5 Client List with value (Rs)</b>	
4	Clientele List		

**D**

<b>S. No.</b>	<b>Particulars</b>	<b>Details (GST &amp; PAN No.)</b>
5	<b>PAN</b>	
6	<b>GST</b>	

**HELPAGE INDIA**

C-14, Qutab Institutional Area, New Delhi-110016

**Annexure- 2: Bid Format**

**Location :- PAN India basis**

	<b>SPECIFICATION</b>	<b>AGENCY'S REONSE (in brief)</b>
1.	Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India	
2.	The acknowledgement for delivery/services 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 Proprietorship/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 needs 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 season 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 Authorized signatory**
- 3. The form must be submitted on or before due date and time.**

**HELPAGE INDIA**

**C-14, Qutab Institutional Area, New Delhi-110062**

**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.

	<b>SPECIFICATIONS</b>	<b>AGENCY'S REONSE (Agree/Disagree)</b>
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.	
5.	Payment shall be made within 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	

Bid to be submitted in below Format:-

SL NO	ITEMS	FEATURE	SPECIFICATION	Quantity	Base Price	Freight charge	Total Price
1	<b>MOIST HEAT PAD</b>	Heating Method	Electric with moist heat therapy	15			
		Heat Source	Embedded heating element with moisture-retaining cover				
		Temperature Settings	3 to 6 heat settings (e.g., Low, Medium, High)				

		Max Temperature	~60–75°C (140–167°F), depending on setting			
		Heating Time	~30 seconds to 2 minutes to reach desired heat			
		Auto Shut-Off	Yes, usually after 30 to 90 minutes			
		Material	Soft microfiber / flannel / polyester with sponge insert			
		Moisture Supply	Absorbs moisture from the air or can be dampened manually			
		Power Supply	110–120V AC, 50/60Hz (USA) or 220–240V (other regions)			
		Power Rating	50W–100W (depending on size and model)			
		Cord Length	6 to 10 feet (1.8 to 3 meters)			
		Control Type	Digital or analog controller			
		Dimensions	Small: 12"x15" / Medium: 14"x27" / Large: 24"x33"			
2	<b>Shoulder Wheel</b>	Wheel	Typically 100 cm in diameter and made of tubular steel.	1		
		Finish	Often features a powder-coated or oven-baked finish for durability			
		Mounting	Usually wall-mounted on three laminated boards, with two boards featuring stainless steel channels for height adjustment.			
		Direction	Bi-directional movement allows for both clockwise and counter-clockwise rotation.			
		Resistance	A sensitive, calibrated resistance mechanism allows for adjustments from zero to maximum.			

		Height adjustment	A mechanism allows the wheel to be raised or lowered by approximately 50 cm to suit individual patient heights.			
		Arc of motion:	The arm length can be adjusted, varying the arc of motion from about 30 cm to 80 cm (or 26 cm to 86 cm depending on the model).			
		360-degree scale	A 360-degree scale is marked on the wheel to measure and record the degree of revolution, providing immediate feedback.			
		Goniometer	Some models may include a goniometer for measuring range of motion.			
		Handles	Can have one or more handles for the user to grip			
		Portability	Some compact models are easy to set up and take apart for storage or travel.			
3	<b>Tens Machine</b>	Pulse Rate	Adjustable, typically ranging from \(\(1\)\) to \(\(150\)\) Hz. High frequencies (\(80-150\)) Hz) are often for acute pain, while low frequencies (\(1-20\)) Hz) are for chronic pain.	6		
		Pulse Width	Adjustable, often between \(\(30\)\) and \(\(260\)\) microseconds.			
		Pulse Intensity	Adjustable, typically a constant current. For example, some units have a range of \(\(0-80\)\) mA peak into a \(\(500\)\) ohm load.			
		Wave Form	Often an asymmetrical biphasic square pulse.			
		Channels	Typically 2 to 4, with independent controls for each channel.			

		Modes of Operation	Continuous, burst, and modulation are common modes. Some digital units may have multiple pre-programmed modes.			
		Timer	Many units have a built-in timer that can be set for a specific duration, such as 30 or 60 minutes.			
		Power Source	Can be a 9-volt battery, rechargeable battery, or a mains adapter			
		Dimensions and Weight	Varies by model. For instance, one pocket-sized unit is 139mm x 75mm x 110mm and weighs approximately 0.5 kg, while another is 95mm(H) x 60mm(W) x 23mm(D) and weighs 115 grams.			
4	<b>Sticky Electrodes</b>	Sensor/Conductor	The central component is usually a silver/silver chloride (Ag/AgCl) sensor, which provides stable and reliable signal acquisition	60		
		Adhesive	A high-performance, medical-grade adhesive ensures secure, reliable adhesion to the skin.			
		Shape	Commonly available in round, square, or teardrop shapes.			
		Size	Varies widely depending on the application (adult, pediatric, or neonatal). Common adult sizes include 45x45 mm, 50x50 mm, 55x85 mm, or various diameters for round electrodes (e.g., 35mm, 50mm).			

		Packaging	Typically supplied in sealed pouches, often in packs of 4, 30, or 50, to maintain gel freshness and prevent drying.			
		Design Features	May include a tab for easy application/removal or lead wire attachment to reduce motion artifacts.			
		Intended Use	Designed for use with TENS, EMS, IFT, or ECG/EMG monitoring devices.			
		Reusability	Disposable electrodes are single-use for hygiene, while some personal-use models can be reused multiple times (e.g., 30-40 times with proper care).			
5	<b>Aerobic Stepper</b>	Length	Typically ranges from 63.5 cm (25) inches to 110 cm (44) inches.	2		
		Width	Around 28 cm (11) inches is common.			
		Height	Adjustable height is a key feature			
		Material	Usually made from high-quality, durable plastic like polypropylene.			
		Surface	Designed with an anti-slip surface for grip and a shock-absorbing texture to help protect joints.			
		Base	Often includes rubber pads on the bottom to prevent slipping and secure the stepper to the floor.			
		Weight capacity	Varies by model, but can be as high as 350 kg (440) lbs or 100 kg (220) lbs.			
		Portability	Many models are lightweight and easy to carry, making them suitable for use at home or in an office.			

6	<b>Massage Roller Big</b>	Material	Often use high-density resilient foam with a durable plastic core./Frequently made of plastic (PP material), often with rubber or silicone components.	2		
		Dimensions	Foam rollers often have standard diameters (e.g., 125 mm) and lengths (e.g., 380 mm).			
		Weight	Varies widely, from handheld devices around 300 grams to heavier equipment.			
		Design Features	Ergonomic handles, trigger points, 360° rotation.			
		Usage/Application	Deep tissue massage, muscle soreness relief, promoting blood circulation, use on legs, arms, neck, back, etc..			
7	<b>Massage Roller Big Medium</b>	Material	Often use high-density resilient foam with a durable plastic core./Frequently made of plastic (PP material), often with rubber or silicone components.	2		
		Dimensions	Foam rollers often have standard diameters (e.g., 125 mm) and lengths (e.g., 380 mm).			
		Weight	Varies widely, from handheld devices around 300 grams to heavier equipment.			
		Design Features	Ergonomic handles, trigger points, 360° rotation.			
		Usage/Application	Deep tissue massage, muscle soreness relief, promoting blood circulation, use on legs, arms, neck, back, etc..			

<b>8</b>	<b>Bosu Ball</b>	Material	The inflatable dome is typically made of latex-free, burst-resistant rubber or PVC, while the base is made of durable, wear-resistant ABS plastic with anti-skid feet for safety and stability.	2			
		Design	They consist of an inflated rubber hemisphere attached to a flat, rigid platform.				
		Accessories	Most products sold in India include a hand or foot pump and sometimes resistance bands with handles for upper body workouts.				
		Diameter	Approx. 50 cm (19.7 inches)				
		Height	Approx. 17.8 cm (7 inches) when inflated				
		Max User Weight	Approx. 159 kg (350 lbs)				
		Typical Use	General home use and basic balance training				
<b>9</b>	<b>Soft Power Ball</b>	Material	PVC or TPR (thermoplastic rubber)	4			
		Diameter	Typically 68mm or 50mm				
		Use	Rehabilitation, stress relief, strengthening hand and forearm muscles, and improving dexterity				
		Resistance	Come in various resistance levels, with soft balls being ideal for coordination and dexterity exercises				

To,

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

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

**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 season from issue of purchase order.
- Cost of item should include all kind of packaging, processing & transportation& other charges along with taxes.

**Requirement:**

<b>S.No.</b>	<b>State</b>	<b>Location -</b>	<b>Delivery Point</b>
1	Karnataka	Anekal, Bangalore Urban	D. No. 116, Seenappa Lay out, Santheput, Anekal – 562 106 Bangalore Urban Karnataka

**Annexure-4**

**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 on.....at 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 furnish by us in respect of fulfilment 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 proceedings 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.

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.