

HELPAge INDIA

Request for Proposal (RFP)

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.

HELPAge INDIA invites bids for **"Assistive Devices, Utility Items and Physiotherapy Equipment" at PAN India level /2026-2027 for One Year** as per details, terms and conditions given below:

II. Terms and conditions

1. The agency can be an individual/LLP/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 bid.
5. The agency must have PAN (Permanent Account Number) and 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 award of contract without thereby incurring any liability to the affected agency.
7. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
8. 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.
9. HelpAge India reserves the right to terminate the contract at any time based on the vendor's performance, without assigning any reason or incurring any liability.
10. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
11. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.

12. 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

13. Agencies that will be technically qualified would only be considered for opening of financial bids.
14. 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.
15. 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/fraudulent/coercive/undesirable or restrictive practice in the bidding process.

16. 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.

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

The agency needs to submit bids for "Assistive Devices, Utility Items and Physiotherapy Equipment" /2026-2027 for One Year.

19. All the bid needs to be submitted via email to procurement@helppageindia.org by 8th August 2026.

20. 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.
21. 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.
22. Agency shall bear the Insurance if any taken.
23. The rate quoted by the agency will be valid for one Year from the award of the contract
24. Minimum average Turnover of bidder for the last 3 Financials Years should be 2 crores.:

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/Service supply with specific reference are required	Year	

B

S.No	Particulars	Last 3 Year		
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)	FY 2023-24	FY 2024-2025	FY 2025-2026

C

S.No	Particulars	Top 5 Client List with value (Rs)
4	Clientele List	

D

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

6	GST	
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HELPAge INDIA

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

Annexure- 2: Technical Bid Format

Location -: PAN India basis

	SPECIFICATION (TECHNICAL)	AGENCY'S REPONSE (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/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/LLP/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 Authorized signatory
3. The form must be submitted on or before due date and time.

To,

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

We are submitting below quotation for **"Assistive Devices, Utility Items and Physiotherapy Equipment"** /2026-2027 for One Year 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.

A. RFP for Assistive Devices

S.No.	Product	Technical Specifications	Approximate Quantity Annually	Brand 1	Price per unit inclusive GST and Freight	Brand 2	Price per unit inclusive GST and Freight	Brand 3	Price per unit inclusive GST and Freight	Brand 4 / Any Other Equivalent Brand	Price per unit inclusive GST and Freight	Any similar Brand (name of brand)	Price per unit inclusive GST and Freight
1	Single Walking Stick with Grip Rubber	L-TYPE UNIVERSIAL	4,000	Vissco		Karma Healthcare		Arcatron		KosmoCare			
2	Tripod with Grip Rubber	Walking stick with three-legged base providing improved stability and weight distribution.	1,000	Vissco		Karma Healthcare		Arcatron		KosmoCare			
3	Quadripod Stick	Four-legged walking support device with broad base for maximum	1,000	Vissco		Karma Healthcare		Arcatron		KosmoCare			

		balance assistance.											
4	Walker without Wheel – Foldable	Foldable aluminum walking frame without wheels for full weight-bearing support.	500	Vissco		Karma Healthcare		Arcatron		KosmoCare			
5	Axillary Crutches with Grip Rubber – Pair	Underarm crutches with rubber grips and base for non-weight-bearing mobility support.	250	Tynor		Karma Healthcare		Arcatron		Vissco			
6	Elbow Crutches with Grip Rubber	Forearm support crutches designed for better mobility and posture control.	250	Vissco		Karma Healthcare		Arcatron		KosmoCare			
7	Wheel Chair with Commode	Wheelchair integrated with commode facility for patients with limited mobility.	250	Vissco		Karma Healthcare		Arcatron		KosmoCare			
8	Wheel Chair without Commode	Standard wheelchair for patient transportation and mobility support.	150	Vissco		Karma Healthcare		Arcatron		KosmoCare			

9	Folding Commode	Portable foldable commode chair for bedside toileting support.	100	Vissco		Karma Healthcare		Arcatron		KosmoCare			
10	Knee Caps (Pair)	Elastic compression knee support providing joint stability and pain relief.	500	Vissco		Tynor		Flamingo		Oppo			
11	Elbow Support	Compression support for elbow joint stabilization and pain reduction.	250	Vissco		Tynor		Flamingo		Oppo			
12	Ankle Support	Elastic ankle brace designed for compression and stability.	250	Vissco		Tynor		Flamingo		Oppo			
13	Heating Pad – Single	Electric heating pad providing controlled heat therapy for pain relief.	500	AccuSure		Beurer		Dr Trust		Omron			
14	Hot Water Bag	Rubber bag used for moist heat therapy and pain relief.	500	AccuSure		Flamingo		Tynor		Romsons			
15	Adult Diapers – Standard Size	Disposable absorbent undergarments for incontinent or bedridden patients.	1,000	Flamingo		Friends		Dignity		Romsons			
16	Mackintosh Sheet	GENERAL PRODUCT	250	Romsons		Medisafe		Flamingo		Easy Care			

17	Back Support – Sacro Lumbar Belt	Lumbar support belt designed to stabilize lower back and reduce strain.	250	Vissco		Tynor		Flamingo		Oppo			
18	Portable Commode (Without Wheels)	Portable bedside commode chair without mobility wheels.	250	Karma Healthcare		Arcatron		Vissco		KosmoCare			
19	Portable Commode (With Wheels)	Mobile commode chair with wheels for easier patient transfer and mobility.	250	Karma Healthcare		Arcatron		Vissco		KosmoCare			
20	Single Walking Stick with Grip Rubber (With Torch)	Walking stick with built-in torch and anti-slip grip for safer mobility in low light.	1,000	Karma Healthcare		Vissco		Arcatron		KosmoCare			
21	Cervical Collar	Neck support device designed to immobilize and stabilize cervical spine.	250	Vissco		Tynor		Flamingo		Oppo			
22	Cold Pack	Reusable gel-based cold therapy pack for reducing swelling and inflammation.	500	Flamingo		Tynor		Vissco		Dr Trust			
23	Off Loader Knee Braces	Specialized knee brace designed to reduce pressure on	500	Ossur India		Tynor		Vissco		Flamingo			

		affected knee compartment.											
24	Massager (Wire/Portable)	Handheld electric massager available in wired or portable form for muscle relaxation and pain relief therapy.	500	Beurer		Dr Trust		AGARO		Lifelong			
25	Crepe Bandage (Garm Patti)	Elastic compression bandage used for support, compression, and stabilization of injured joints or muscles.	500	Romsons		Tynor		Flamingo		Medigrip			
26	Nebulizer (Wired/Portable)	Medical device that converts liquid medication into mist for inhalation therapy; available in portable and wired models.	250	Omron		Dr Trust		BPL Medical		Rossmax			

IMP note : Minimum warranty for all products should be 1 year.

B. RFP for Physiotherapy Equipment's

S.No .	Product	Technical Specifications	Approximate Quantity Required Annually	Brand 1	Price per unit inclusive GST and Freight	Brand 2	Price per unit inclusive GST and Freight	Brand 3	Price per unit inclusive GST and Freight	Brand 4 / Equivalent	Price per unit inclusive GST and Freight	Any similar Brand (name of brand)	Price per unit inclusive GST and Freight
1	Activity Mattress	rubber cotton cover	5	Medansh		Everactiv		KosmoCare		Karma Healthcare			
2	Adjustable Walking Stick – Quadripod	-Metal body with rubber support handle	5	Karma Healthcare		Arcatron		Vissco		KosmoCare			
3	Adjustable Walking Stick – Single	with rubber support handle	5	Karma Healthcare		Arcatron		Vissco		KosmoCare			

4	Air Mattress	Rubber body	5	AccuSure		Romsons		KosmoCare		Easy Care			
5	Ankle Exerciser	Metal body with spring	5	Medansh		Everactiv		Technomed		HMS			
6	Ankle Support	MGRM/equeleent	5	Tynor		Vissco		Flamingo		Oppo			
7	BP Apparatus	with Dial feature - Diamond	5	Diamond		AccuSure		BPL Medical		Omron			
8	Combo Therapy (IFT+TENS+US)	Ultrasonic Machine/IFT/TENS/Ms	5	HMS		Technomed		Medansh		Physiomed			
9	Compression Garment	Elastic	5	Vissco		Tynor		Flamingo		Oppo			
10	Elbow Support	MGRM/equeleent	5	Tynor		Vissco		Flamingo		Oppo			
11	Electric Heating Pad	Electrothermal bag	5	Beurer		Dr Trust		Omron		Tynor			

12	Examination Couch	wooden	5	Technomed		HMS		Medansh		Godrej Interio Healthcare			
13	Finger Ladder	wooden	5	Medansh		Everactiv		Technomed		HMS			
14	First Aid Kit	with all items	5	Romsons		Hicks		Medikit		Reliance Medical			
15	Folding Walker	Aluminium body	5	Karma Healthcare		Arcatron		Vissco		KosmoCare			
16	Foot Plant Flexer	Stainless steel	5	Medansh		Everactiv		Technomed		HMS			
17	Foot Stairs	Stainless steel	5	Medansh		Everactiv		Technomed		HMS			
18	Foot Stool	Stainless steel	5	Technomed		Medansh		HMS		Arrex			

19	Gym Ball	Rubber body	5	TheraBand		Cosco		Decathlon		LiveUp			
20	Hand Gripper	Metal with spring	5	TheraBand		Cosco		LiveUp		Decathlon			
21	Heel Pad	different size gel pad Silicone gel pad	5	Tynor		Vissco		Flamingo		Oppo			
22	Hydrocollator (4 Pack)	Standard health care - Silicone crystal pads	5	HMS		Technomed		Medansh		Physiomed			
23	Ice Packs	combination of different sizes with cloth Gel pack with cover	5	Flamingo		Tynor		Vissco		Dr Trust			

24	IFT (4 Channel)	4 channel	5	HMS		Technomed		Medansh		Physiomed			
25	Instrument Trolley	Stainless steel with deluxe wheels with side support	5	Technomed		Medansh		Arrex		HMS			
26	IRR (Infrared Radiation Therapy)	Infra Red Radiation therapy	5	HMS		Technomed		Medansh		Physiomed			
27	Knee Hammer	Stainless steel with rubber	5	HMS		Technomed		Romsons		Medansh			
28	Knee Support (Pair)	MGRM/equelent - (in pairs)/Knee caps (cotton bands)	5	Tynor		Vissco		Flamingo		Oppo			

29	Muscle Stimulator (Portable)	Portable	5	HMS		Technomed		Medansh		Physiomed			
30	Patient Bed	Steel one 3 seater	5	Godrej Interio Healthcare		Technomed		Arrex		Medansh			
31	Patient Stool (Revolving)	Deluxe, H - type legs, one side up- wooden bed	5	Arrex		Technomed		Medansh		Godrej Interio Healthcare			
32	Patient Waiting Chairs	4 legs, SS top - 4 inches	5	Godrej Interio Healthcare		Arrex		Technomed		Medansh			
33	Quadriceps Table	Stainless steel body	5	Technomed		HMS		Medansh		Arrex			

34	Rehabilitation Unit	Rehabilitation unit with mirror	5	HMS		Technomed		Everactiv		Medansh			
35	Rotatory Wrist Machine (Supination/Pronation)	wall mounted, smooth rotation - (rubber handle)	5	Medansh		Everactiv		HMS		Technomed			
36	Shoulder Ladder	wall mounted, smooth - wooden body	5	Medansh		Everactiv		HMS		Technomed			

37	Shoulder Wheel	wall mounted, smooth rotation - with range of movement chart	5	Medansh		Everactiv		HMS		Technome d			
38	Side Screen	4 fold with deluxe wheels and cloth	5	Arrex		Technome d		Godrej Interio Healthcare		Medansh			
39	Spirometer	Life - plastic body with small pipe	5	Romsons		BPL Medical		Rossmax		Vitalograp h			
40	Static Cycle	digital	5	Cosco		Lifeline		Viva Fitness		PowerMax			
41	Steam Inhalator	consol	5	Morepen		Dr Trust		Omron		Romsons			

42	Stethoscope	Life - plastic body with small pipe	5	3M Littmann		Diamond		BPL Medical		Romsons			
43	Foldable Stretcher	With metal boder	5	Karma Healthcare		Arrex		Technomed		Medansh			
44	Stretching Strap	Therabands	5	TheraBand		OPTP		Vissco		Tynor			
45	Sugar Check Machine (Glucometer)	Johnson & j/dr morpen /accu check	5	Accu-Chek		OneTouch		Dr Morepen		Contour Plus			
46	T Pulley	with plastic handle	5	Medansh		Everactiv		HMS		Technomed			
47	TENS (Portable)	portable	5	HMS		Technomed		Medansh		Physiomed			
48	Traction Unit / Traction Machine	with 3 fold bed and foot rest	5	HMS		Technomed		Medansh		Physiomed			

49	Treatment Consumables (Gel/Balm/Cotton)	Gel/ balm cotton	5	Parker Laboratories		Romsons		Medichem		3M			
50	Ultrasound Therapy Unit	machine with gel bottle	5	HMS		Technomed		Medansh		Physiomed			
51	Wax Bath	stainless with 5kg wax	5	HMS		Technomed		Medansh		Physiomed			
52	Weighing Machine (Digital)	digital	5	Omron		Dr Trust		AccuSure		BPL Medical			
53	Weight Cuff (Pair)	superior quality, 1kg, 1/2kg	5	Vissco		TheraBand		Tynor		Flamingo			
54	Wrist Extensor Table	standard with all accessories	5	Medansh		Everactiv		HMS		Technomed			

55	Anatomical Models	Local Vendor+D5D59:D68	5	GPC Medical		Anand Medicaids		Medilab		Surgicals India			
56	Anatomical Posters	Local Vendor	5	GPC Medical		Anand Medicaids		Jaypee Brothers		Universal Book Suppliers			
57	Balancing Board	Local Fabrication / Local Vendor	5	Vissco		Everactiv		HMS		Medansh			
58	Bolsters Roller	Local Vendor	5	Vissco		Everactiv		Medansh		HMS			
59	Contrast Bath Therapy	Branded	5	Everactiv		HMS		Technomed		Medansh			
60	Dumbbell Sets	Local Vendor	5	Cosco		Decathlon		Kobo		Viva Fitness			
61	Goniometers	Branded	5	Baseline		Saehan		HMS		Medansh			

62	Health Education Posters	Local Vendor	5	Jaypee Brothers		Wolters Kluwer India		CBS Publishers		Generic Educational Supplier			
63	Knee CPM Machine	Strongly Branded	5	HMS		Technomed		Phoenix Medical Systems		Medelec			
64	Laser Therapy Device	Strongly Branded	5	BTL		Enraf-Nonius		HMS		Technomed			
65	Measuring Tape	Local Vendor	5	Freemans		Stanley		Venus		Generic Medical Grade			
66	Mobilization Belts & Devices	Branded	5	OPTP		HMS		TheraBand		Physiomed			
67	MWD (Microwave Diathermy)	Strongly Branded	5	HMS		Technomed		BTL		Physiomed			
68	Parallel Bar with Mirror	Local Fabrication	5	HMS		Technomed		Medansh		Everactiv			

69	Pulse Oximeter / O ₂ Meter	Branded	5	BPL Medical		Dr Trust		Choice Medical		Contec			
70	Short Wave Diathermy	Strongly Branded	5	HMS		Technomed		BTL		Enraf-Nonius			
71	Shoulder Pulley	Local Vendor	5	Vissco		Everactiv		Medansh		HMS			
72	Small Freezer (Cold Modalities)	Branded Appliance	5	LG		Whirlpool		Godrej		Haier			
73	Taping Supplies	Branded	5	3M		Kinesio		Mueller		Dynamic Tape			
74	Thermometer	Branded	5	Omron		Dr Trust		Beurer		BPL Medical			

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.
- Vendors must clearly indicate in the submitted quotation period/tenure of **AMC provided free of cost** as part of the installation package, along with a detailed description of the scope of services covered along with explicit mention of any exclusions (For example physical damage Etc)

HELPAge INDIA

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

Annexure-3: Financial Bid credentials

We are submitting bids after understanding completely the technical specifications and other terms and conditions of the RFP.

	SPECIFICATIONS	AGENCY'S REPONSE (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, 2025	
3.	Payment will be made through cheque / NEFT/ RTGS.	
4.	Duly Certified bills, Eway bill (in case of applicability) 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	

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 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.

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.