



Ministry of Social Security, National Solidarity, and Environment and Sustainable
Development (Social Security and National Solidarity Division)

MSS/OAB 02/2018-19

ADDENDUM No 1

To All Bidders

Procurement of Hearing Aids

Please refer to this Ministry's Invitation for Bids issued on **19 July 2018**.

2. In response to queries from a bidder in respect of the above, we are pleased to clarify as follows:

Query 1

Regarding the traditional ear moulds which is being prepared for each patient in Mauritius, we do recommend the Ministry to introduce the tulip domes and tube per instrument, in your tender exercise. Tulip domes have many facilities, i.e for instant fitting of patients, cost effective and will be very convenient or more comfortable to the patient. These new generation domes are recommended for use with Hearing Aids since the feedback cancellation will be excellent.

Clarification 1

Custom made individual earmoulds preferred and opted for following reasons:

- **said Hearing Aids are being issued in bulk to very large numbers of beneficiaries**
- **the beneficiaries' hearing impairments are very varied in degrees, audiogram contours/frequency-wise and types of loss**
- **domes, including tulip domes, may not satisfy all of above, especially patients with low frequency losses/amplification needs and mid-high frequency losses above 65-70dBHL while agreed, it may be suitable for those with normal or near-normal hearing thresholds at lower and mid-range frequencies.**
- **custom made earmoulds have been quite comfortable and satisfactory according to past beneficiaries' feedback and upon follow up. To be noted that the concerned custom made ear moulds with necessary technologies like venting are giving appreciable balance between adequate high frequency gain and acceptable conclusion/feedback till date, thus not posing said problems.**
- **the Ministry has as responsibility to ensure that all beneficiaries benefit equally from hearing instruments given and cannot take risks associated with the domes for the time being with regards to the large and varied population of hearing impairments being catered to.**

Query 2

Specification for Battery size 312 or 13. Whether Battery size 675 is acceptable?

Battery size 675 is extremely long lasting, as it has a higher capacity. It is most often used in very powerful devices design to provide maximum amplification possible. It is also easily available in the market.

Clarification 2

Specifications have not included 675 size batteries for following reasons:

Size of instruments and based on variety and technical references of available hearing aids on the market at the time of vetting.

Query 2

Do we need to supply Hearing Aids with carrying box which is considered as mandatory for the “Electromagnetic stability” for the patient to keep and during shipment?

Clarification 3

It is understood that a Hearing Aid comes in a proper carrying box, thus mandatory by understanding. This is known to be the responsibility of the selling company for multiple reasons including ease of use at client level and efficiency/lifespan of marketed instruments.

Permanent Secretary

17 August 2018