



QUESTIONS AND ANSWERS

RT274-2023

**SUPPLY AND DELIVERY OF HEARING AIDS, IMPLANTABLE HEARING DEVICES, AND
EQUIPMENT TO THE STATE FOR THE PERIOD OF
36 MONTHS**



9 OCTOBER 2023

APPENDIX 1 BRIEFING SESSION QUESTIONS AND ANSWERS

Question#	Question	Response
1	<p>Please can you provide some clarity on these two if possible. Items 36-49, all need to be compatible with each other, IE, it asks for a modular system.</p> <p>To my knowledge, there is only one or two devices worldwide capable of doing all of these functions in a single unit. Please can you confirm the specification & also advise if it can be provided as separate units?</p>	<p>We are aware that it is not possible to get a single device that has the possibility of including all the possible screening or diagnostic modalities, but wanted to make it possible for companies to offer whatever modular systems they do have without being specific as to which modules should be included, specifically so as not to exclude anyone. When we award the item, we will probably select several modular systems so that hospitals can select the most suitable combination for their needs.</p> <p>There are separate specifications for these functions as stand-alones, but the idea is that a hospital with a limited budget should be able to buy a modular unit incrementally, adding additional modules each year when they have the necessary budget.</p>
2	<p>For Items RT27401-057 to RT274-01-064, I cannot find any unit worldwide which is able to conduct. Diagnostic Audiometry, DPOAE/TEOAE, Tympanometers, AEP & ASSR, with REM all in one unit.</p> <p>I also just wanted to mention: For DPOAE, in the high frequency range for most devices is 12kHz. For Tympanometers the Screening range for reflexes is 500-4kHz</p>	<p>We are aware that it is not possible to get a single device that has the possibility of including all the possible diagnostic modalities/functions, but wanted to make it possible for companies to offer whatever modular systems they do have without being specific as to which modules should be included, specifically so as not to exclude anyone. When we award the item, we will probably select several modular systems so that hospitals can select the most suitable combination for their needs.</p>



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		<p>There are separate specifications for these functions as stand-alones, but the idea is that a hospital with a limited budget should be able to buy a modular unit incrementally, adding additional modules each year when they have the necessary budget. The specification allows for companies to supply whichever functionality they have as the main/base unit, with the additional functionalities as add-on modules.</p>
3	<p>Can you please clarify to us what the words “module” and “base” are referred to in the following specs:</p> <p><u>RT274-01-056 (Line 56)</u></p> <p>Diagnostic audiometer module:Two-channel audiometer module capable of performing masked puretone and warbletone air and bone conduction and speech testing; masking sounds must include narrowband, white and speech noise, must come with earphones, paired insert phones, bone conductor, response button, talk-forward, built-in or gooseneck microphone and built-in pre-recorded speech material in South African accents and languages, and USB ports to connect to an external CD player for recorded tests, must have the following special tests: SISI, ABLB, Stenger, Bekesy, Weber, tone-in-noise, speech-in-noise, must test 125-8 000Hz from -10-120dB in increments of 5db. Base unit: A base unit to which screening modules and their necessary hardware can be added or connected, must have capability for multiple modules to added, must allow for subsequent addition of additional modules. Bidder must provide pricing for the maintenance plan as provided for on the pricing schedule.</p> <p>Does it mean that we need to quote on an entire unit or just an add on module (software)?</p>	<p>Some pieces of equipment appear to have an essential base/main unit, often audiometry, to which other modules, such as tympanometry or OAEs can be added, but the additional modules cannot function independently of the base/main unit. Other equipment seems to be a laptop to which almost any combination of modules can be added, so if one already has a good audiometer one would not want a modular unit that is dependent on having the audiometry base. So we would want a quote for the base unit, plus the individual cost of each optional module that can be added to it.</p>



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4	Bluetooth connectivity via an intermediary device or direct to hg aid	If it is via an intermediary device, then that device must be included in the quote for the hearing aid.
5	the Way tender is laid out, very difficult to get EXACT match to requirements. Is it ok if the hg aid has the particular feature, but it can be turned off when the line lists without that feature?	Yes
6	<p>new min 8 channels. We must differentiate between channels and bands: Channel: alter the gain characteristics and the compression characteristics within the channel. This is evident by having adjustment handles for soft/med and loud inputs. Features (like directionality) are also processed in the specified number of channels</p> <p>Band: You can alter ONLY the gain characteristics (not COMPRESSION). Evidenced in the software by not having specific gain handles for soft/med and loud inputs.</p> <p>Features (like directionality) are also processed in multiband (not necessary the same number)</p> <p>If they are talking TRUE channels (tech spec) should specify (NOT bands) in brackets</p>	We are referring to true channels; we would have specified bands if this had been what we intended.
7	CROS: No spec on the hg aid part of the CROS.	Please see revised Technical Specification.
8	Is the warranty for equipment also 30 months as per the Hearing Aids	The 24-month warranty for audiology equipment has been added to the Special Conditions, please refer to section 18.2 of the special condition of the contract for more details
10	With regards to MIOS/SITA certification, please provide more details on the special conditions of contract	Please refer to section 6.4.5 of the revised special conditions of contract for more details.
11	Is delivery of 7 days mandatory	Kindly refer to section 14.1.2 for the revised Lead times for delivery of all accessories and consumables.



Question#	Question	Response
12	ICASA is for wireless and radio connectivity why is this required this for items with Bluetooth compatibility	Any Equipment used or to be used in connection with the provision of electronic communications this includes all items on RT274 with Bluetooth compatibility, wireless and any electronic communications needs a Type Approval certificate issued by ICASA

THE END