

Attachment B - Specifications

RFx Number: 3000018399

Contract Title: Hearing Aids Agency Term Contract - LDH/OPH/BFH

New/Obsolete Technology Advancements:

Hearing aids supplied by the vendor must be first-line instruments and not obsolete models. If a hearing aid is discontinued or upgraded within the contract period, the replacement aid, which is the newer/updated model, must be supplied at the same cost as the aid originally on contract to the agency. The State of Louisiana reserves the right to review the specifications and durability record of any hearing aids being submitted as upgraded or replacement models prior to the substitution being made in the contract. These specifications and durability records shall be furnished by the vendor upon the State's request.

Industry Standards:

Hearing aids must conform to the majority of the industry standards (hearing aids are comparable to others provided by major companies in the industry) in regards to size, weight, and durability, and be available in standard colors (brown and beige) for cosmetic purposes. The SHGDW models stated in Attachment C - Price Sheet must be available in a variety of colors to appeal to children. Where miniature aids are specified, large size substitutes will not be allowed.

Behind The Ear (BTE) Hearing Aids:

Direct audio input capabilities must be standard for each behind the ear (BTE) and body of the hearing aid supplied. Direct audio input is defined as direct input into ancillary instruments such as an auditory trainer, tape recorder, or television. This feature is considered to be vital to hearing-impaired children who are being mainstreamed in classrooms.

Warranty>Returns:

All new hearing aids are to be supplied with a warranty of at least thirty-six (36) months. Any cost for this warranty must be included in the price bid for individual hearing aids. The warranty shall begin on the date the aid is issued to the client, not when the aid is delivered to the agency.

An instrument shall be allowable for return for credit by the original purchaser within ninety (90) days of the date that the instrument was issued to client. If the audiologist requires additional trial time, they are to call Customer Service to request a thirty (30) day extension to this trial time before the first ninety (90) days are up. If they still require additional time, they are to request a second (2nd) thirty (30) day extension (total of hundred fifty (150) days).

If the audiologist has a request outside of this time frame, they are to contact Customer Service for assistance. If Customer Service cannot assist them, they should be referred to the Customer Service Manager or their in-house representative.

Factory Service:

Hearing aids provided must have factory service available in the continental United States, and ensure prompt factory repairs of any instruments with internal damage. Overnight delivery services, provided by the vendor, are required for repairs, remakes, and custom orders.

Repair Warranty:

After expiration of warranty, the vendor shall assume full responsibility of repairing the brand name hearing aid supplied, and shall notify the using agency the cost of repairs.

The repaired hearing aids shall have at least six (6) months warranty on repairs. Prior authorization by the using agency for factory repairs for hearing aids shall be required.

Semi-Annual Reporting:

The vendor will supply to the using agency, a semi-annual printout of serial numbers of all hearing aids purchased, related accessories, and repairs, at no cost to the using agency.

Training:

The vendor shall provide, as required by the using agency, training of field staff in regards to minor maintenance and repairs for hearing aids supplied by the vendor. The vendor shall supply a basic manual illustrating step-by-step checking and maintenance procedures to verify the user is knowledgeable of the device. Vendor shall provide training in new software applications as requested.

Termination of Contract:

If the contract is terminated for any reason, the vendor must agree to continue to supply repairs and parts for all instruments provided during the contract period, until the specified aids are declared "State Surplus".