Frequently Asked Questions

Do the temperature-controlled facilities need to be attached to the facilities that are the main “in area” warehouse?

No, it does not need to be attached to the main area.

Will the facilities be required to handle to a per unit / per SKU level or to a pallet level?

Per pallet, if there is a need for a smaller unit (unlikely to happen), we will consider cartons.

Please explain this further – “Warehousing in appropriate conditions at Controlled drugs Zone”

Basically, the warehouse should be sterile with enough space for storage, maintenance, and inspection. The facility should have sufficient ventilation and lighting. The facility should have a dedicated quarantine area for drugs that are no longer usable.

Will award be for all facilities or CONUS vs OCONUS?

In case of USA, we request CONUS

Are there any historical or expected sea freight and air freight volumes available for the FF contract?

Unfortunately, we have no possibility to access historical data; based on the last two years “without” emergency response, we estimated spending 4 M for the next five years.

For the online portal/interface, does this have to be a real-time interface with immediate quotes returned or is submission via portal and dedicated customer service agent follow-up via email/telephone with rates acceptable?

It is not mandatory; feel free to propose a real-time interface.

Is it possible to get estimated pallet dimensions?

40 x 48 in

Please also confirm rates requested are only for airport DXB to airport PAP?  If door pickup is required, please advise the pickup location.

Please use from door, pickup address, International Humanitarian City, Dubai

Is it acceptable to change or add rows in the pricing sheet to accommodate a more detailed pricing structure ? It will not be possible to capture all cost breakdown of all warehouses in the format provided.

YES, it is acceptable; feel free to add rows to an existing template. However, the existing lines shouldn't be modified due to future comparisons.

Can you share Project Hope terms & conditions ?

Our legal department is working on releasing new T&C as the current one was not updated.

Sharing T&C from our PO which not necessarily apply to contract. We will apply new T&C as soon as we receive updated version from Legal department.

Among type of goods is mentioned as Medical Equipment, Pharmaceuticals & Medical Consumables. Is there any requirement to forwarder company being GDP certification or just being able to handle according to GDP practice?

Both is acceptable.

Is there any requirement to temperature control shipments — requiring temp control/ log during door-door delivery?

YES, we will require a temperature log throughout the trip.

Should we quote in own templates?

Feel free to use your own template; however, make sure to capture the cost listed in Annex A -Price list.

Is it possible to share the DG UN class numbers?

We do not have this at this moment; disregard info if needed

When is the expected start date for this agreement?

The agreement's expected start date will be as soon as the final vendors are selected and the procurements are approved by management. Our estimate is August/September 2023.

The Schedule of Prices does not indicate the location.  Are we supposed to replicate it for each location?

For the purpose of quoting, please use the average; more detailed breakdown will be needed in the contracting stage.

# of orders expected to be pulled daily/weekly

At this moment we cannot estimate this, in rare occasion the pull will be done daily.

As a humanitarian organization, we cannot predict when and where our projects will be conducted. Therefore, the current and future project depends on the program at the time of request and the type of the item.

Type of wrapping required?

We do not necessarily request specific types; we will accept any industry-standard wrapping.

If we are able to offer warehousing only in USA, and in some of the locations internationally, can we specify? Do we need to offer minimum one USA warehouse and minimum one foreign warehouse.

At a minimum, we will need one warehouse in the USA to run our existing operations. Internationally, we will need it in most of our missions and emergencies.

What kind of liability requirements (insurance coverage / GDP certification etc are you requesting for warehouse providers?

Please provide Certificate of insurance liability, also please make sure to list the maximum liability ceiling for occurring damage.