**O2 Concentrator RFP Questions/Feedback and Answers**  
**RFP-GHSC-PSM-TO1-O2-CONCENTRATORS**

**Question/Feedback:** The request for all aspects such as local commissioning, local training and local service agreements is slightly over-demanding for oxygen concentrators and is not a cost-efficient approach. We therefore request you to consider the scope of work you are requesting here. As a suggestion: we propose to deliver one high-quality model to all countries for which can organize online training and provide all kind of after sales service from our HQ.

**Response:** Noted. Offeror is requested to propose a reasonable approach per country based on your in-country service network/platform capability.

**Question:** BOA No. GHSC-PSM-BOA-2020: At what time should we raise items of negotiation within the contract? We prefer to list our concerns directly with Chemonics/USAID. Is this possible?

**Response:** Chemonics/PSM can address clarification questions on BOA terms and conditions but offerors’ specific edits and any proposed changes to terms and conditions will not be entertained at this time. Chemonics will address any proposed changes when we negotiate with apparently successful offerors.

**Question:** Service: What service shall be included in the price of the units?

**Response:** Please stipulate which section including item number you are referring to.

**Question:** Warranty: It is given on parts, labour is not included – do you want labour to be included during the warranty period or should it be quoted separately as part of the “Service Level Agreement”?

**Response:** Provide standard warranty and explain what it covers and what it does not. Anything excluded from your standard warranty may be proposed and priced in your extended warranty or SLA according to your business practice and/or corporate standards.

**Question:** Quality Certificates and Docs (see page 46 of Annex 1, BOA) requested in different languages: Official documents are available in ENG only, user manuals are multi-language (ENG, FR, ESP, POR, not available in Tajik). Would Russian language be acceptable for Tajik?

**Response:** If you do not have user manual in Tajik, then Russian user manuals are acceptable.

**Question:**
- Technical manual and patient manual requested to be shipped with the unit: we only ship the user manual, both user and tech manuals are available online. We cannot alter the content of the box on NewLife units. Please comment.

  **Response:** Noted.

**Question:** Some of the required quality documents may not be made available because protected by copyright or patent, please indicate if accepted.

**Response:** Please stipulate which section including item number you are referring to and what documentation or quality information you consider to be copyrighted.
Question: USAID marking requirements – see Annex 4 Product Specs, page 8: emblems must be obtained and affixed by us at our expenses. Please specify where it must be affixed, i.e. on which packaging (primary or secondary, i.e. boxes or pallets).

Response: Per USAID’s branding and marking requirements a banner must be placed on the pallet, a sticker affixed to the box, and, if it does not impede or interfere with the function of the equipment, a sticker on the equipment.

Question: INCOTERMS: please confirm FCA ATL airport or Miami port are accepted, as well as New York airports and port.

Response: The preference is FCA supplier designated warehouse. Typically, Chemonics picks up shipments from the supplier. Because of the registration/waiver requirement and the filing time for that process, we take possession at the supplier designated warehouse because on occasion the supplier needs to hold the product while the registration/waiver is processed.

Question: In Annex 6 Service Level Agreement: the key performance indicators are not realistic, i.e. points 2 and 3 are not applicable in countries that are large and lack infrastructures allowing fast transportation. Please consider changing them to days instead of hours. Example: point 2 within one working day; point 3 within 5 working days. Please comment.

Response: Noted. Offeror is requested to negotiate with local agents/service provider and propose reasonable KPIs per country based on your service network/platform capability.

Question: Registration: if the registration in a country where it is not necessary becomes mandatory, the Supplier must be given time to adjust and apply for registration. Equally, if a registration expires, Supplier must be granted time to re-register. Please comment.

Response: Noted. Please indicate countries where proposed models are registered, and any registration expiration dates as applicable. To the extent an offeror’s product is not registered and needs to be registered or re-registered prior to importation, Chemonics/PSM may be able to obtain registration waiver(s) on a case by case basis.