

**Annex 11**  
**Written Responses to Bidders' Questions**

1. Our assumption is that we will receive pallets in the containers will be used for storage on racks and that no pallets will be used for shipments. Is this a correct assumption? If you use pallets for the shipments, are they returned to the warehouse? If we need to buy any pallets, what is your annual consumption of pallets?
  - a. Pallets are not used for shipments. Bidders should budget for some replacement pallets due to damage.
2. Our assumption when receiving cargo is that we will have to palletize every incoming goods and then shrink-wrap those pallets before putting them on racks. Is this a correct assumption?
  - a. No, some cargo will come already palletized. The goods that do not come palletized will need to be palletized before putting them on racks.
3. For cartons used to prepare the order are you only closing them with anti-tapering tape or are you also using strapping or shrink wrapping. If you do, what kind of machine do you have and could we also use it?
  - a. We are just using anti-tampering tape, not strapping/shrink wrapping when preparing orders.
4. Can you confirm that we might receive data loggers with the incoming cargo?
  - a. Yes, some incoming cargo will come with data loggers.
5. You consume 8000 cartons on a yearly basis for 7144 orders in 2019. Should we assume that you have 1.2 cartons per order? Are you repacking every order or re-using cartons as well?
  - a. Based on the data provided for 2019, 1.2 cartons per order could be used as an average, but the number of cartons varies order to order. Orders may have quantities less than a full carton, which must be repacked in the non-branded cartons. If the quantity is equivalent to a full carton, then the original carton is used.
6. Can you confirm if there are any specific packing requirements for DG cargo? If yes, please provide details such as UN Number, Packing Group and Packing Requirements?
  - a. To prepare orders that include this type of goods, the awardee is expected to comply with the regulations in Haiti for domestic transportation of DG in-country. If Chemonics needs to send dangerous goods out of country, another subcontractor would be responsible for that packaging.
7. Can you confirm if there is a staff canteen within the premises?
  - a. Yes, there is a small kitchen in the office area of the warehouse.
8. Are we providing work outfits including safety boots to the staff?
  - a. The awardee is required to provide safety materials and outfits to their staff as required by local labor law.
9. Do you have any specific value-added services that you could require e.g: re-packing, re-labeling, and processing of returns and recalls?

- a. Repacking and relabelling is part of the RFP Scope of Work and is not considered a value-add service. We do not anticipate a different treatment for returns/recalls, but these returns would be treated the same as any other inbound shipment.
10. What are your current KPIs?
- a. The KPIs that will be relevant for bidders' offers can be found in Section II.2.V "Key Performance Indicators".
11. Is there an air-conditioned room for our IT and communication equipment?
- a. Yes, there are offices in the warehouse that are air conditioned and could be used to store IT equipment.
12. Do you use carts and conveyor belts for order preparation?
- a. No.
13. How is your ABC organized? Do you have bins or shelves for your fast movers?
- a. The awardee is expected to recommend the best warehouse organization/storage categorization.
14. Is the warehouse equipped with an alarm system (fire and/or intrusion)?
- a. Yes, we have a functional fire alarm system in place. We do not have an intrusion alarm system. Please see Section II.2 Scope of Work, Subsection i (Facilities and Equipment) of the RFP for security requirements.
15. How many temperature detectors is the warehouse equipped with? How many times a day the temperature is taken? Why can't we use the existing ones?
- a. The awardee is expected to provide a temperature monitoring system per Section II.2 Scope of Work, Subsection ii (Temperature Controls) of the RFP. Chemonics wants to maintain our own temperature monitoring devices and therefore require the awardee to provide their own system.
16. Who will provide temperature monitoring devices for dispatching cold chain commodities?
- a. The awardee is expected to provide these temperature monitoring devices. Please see Section II.2 Scope of Work, Subsection iii (Product Control), Cold Chain, point d, for details.
17. Do you currently use any access control system for the warehouse?
- a. No, we do not have an access control system.
18. How are the passive coolers being used for transporting goods? How is the temperature maintained for the larger Domestic container during transport to the final recipient?
- a. Yes, passive coolers (with ice packs) are used when needed. Data loggers must be placed inside the coolers to ensure correct temperatures for these dispatches.
19. Do you have dry ice production equipment? What do you use dry ice for? How do you procure dry ice today?
- a. No, we do not have dry ice production equipment. We use ice packs.