**REQUEST FOR QUOTATION  
INSTRUCTIONS ON HOW TO SUBMIT THE QUOTATION  
for Goods**

**Procurement No:** **23-G004-23**

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# Instructions on how to submit the Quotation

## General Instructions

The Ministry of Health and Medical Services – Kiribati Government Pharmacy, hereinafter referred to as “the Procuring Entity”, invites Tenderers to submit Quotations for a Framework Agreement for Goods as fully described in this RFQ. Please follow the instructions below in completing your Quotation. Quotations shall be submitted in English.

The Procuring Entity may: (a) reject any or all Quotations, (b) accept other than the lowest cost Quotation, (c) accept more than one Quotation, (d) accept alternative Quotations, (e) waive informalities and minor irregularities in Quotations received, and (f) cancel this RFQ.

The Quotation should contain the Tenderer's best financial and technical terms. The Procuring Entity reserves the right (but is not under obligation) to enter into discussions with one or more Tenderers in order to obtain clarification or additional detail, to suggest refinements in the Technical component or other aspects of the Quotation or negotiate the Financial component. The Procuring Entity reserves the right to request additional data, information, discussions, or presentations to support part of, or an entire, Quotation.

Quotations and Questions shall have been completely, legibly and in full received by the Procuring Entity, to the official email address, no later than the latest date and time for submission. It is the full responsibility of the Tenderer to ascertain that the submitted documents are completely delivered to the Procuring Entity on time. E.g. failure of or delay on the Internet or a Tenderer’s email system, or technical incompatibility, is not a valid reason for lateness or incompleteness. Quotations or Questions, or parts thereof, delivered after the latest date and time for submission will not be opened or considered.

By responding to this RFQ, the Tenderer accept this RFQ’s policies and procedures, including the Specification describing the goods to be delivered. Tenderers shall have no claim whatsoever for any kind of compensation or reimbursement for preparation of their Quotation, whether or not it is successful.

Participating Tenderers shall not use or disclose any information, data, or documents they obtained from the Procuring Entity in the course of procurement process for any purpose other than for preparing and participating in the procurement process. Documents submitted in Quotations will be used for evaluation purposes and will not be returned.

### Correspondence

All correspondence regarding this process shall be submitted via the Health Supply Hub e-procurement platform against the relevant RFQ.

### Mandatory requirements

The Certificate of Compliance Form, separately included in this RFQ, contains the mandatory requirements, with which the Tenderer, including each member of the consortium, joint venture or other type of association (where the Proposal is submitted by a consortium, joint venture or other type of association) must comply. Therefore, the Certificate of Compliance Form must be signed and attached to the Proposal, certifying that the Tenderer, including each member of the consortium, joint venture or other type of association, complies with all the mandatory requirements. Failure to comply with all the requirements set out below will result in rejection of the Proposal.

### Clarification and amendment of RFQ documents

Any participating Tenderer may request further clarification on matters pertaining to this RFQ by submitting questions in writing, using the Questions function against the relevant Tender on Health Supply Hub. This is a private function and will not be visible to any other Tenderer. See the timeline for the due date for submission of questions.

The Procuring Entity has a policy to treat all Tenderers equally. Please do not contact other Procuring Entity personnel to discuss the RFQ. Any answers from other Procuring Entity personnel shall not be valid, unless confirmed in accordance with the process for Questions and Answers here described. If the Procuring Entity finds out that a Tenderer has tried to get information from other Procuring Entity personnel, the Procuring Entity reserves the right to disqualify a Quotation from such Tenderer having obtained unfair advantages. Questions on the substance of the RFQ will be answered (without identifying the source of inquiry) on the Health Supply Hub website as a Notice: [Health Supply Hub (msupply.org)](https://health-supply-hub.msupply.org/login). See the timeline for the date when the Procuring Entity will release any clarifications and/or amendments.

### Method of submission and Quotation format

All Quotations and required documents must be submitted in electronic version to **both** via email to the official email address ([procurement@mfep.gov.ki](mailto:procurement@mfep.gov.ki)) and to the **Health Supply Hub (HSH)**.

Kiribati Government Pharmacy - Ministry of Health and Medical Services is now using the **Health Supply Hub (HSH)** Portal to manage requests for supply.

[Health Supply Hub](https://docs.msupply.foundation/health-supply-hub/introduction/) allows Suppliers to respond to Purchaser’s procurement requests electronically in a structured and secure way.

The following information outlines the expected process for Suppliers in:

1. Registering an account with Health Supply Hub
2. Preparing your bid in line with requirements of the electronic submission process
3. Submission of bid documents through Health Supply Hub.

## Registration Process

Suppliers must first register a company account within Health Supply Hub to gain access.

**The registration process is as follows:**

Suppliers that **already have an existing** Health Supply Hub account do not need to do anything new. You will be notified when a Request for Supply is issued.

Suppliers that **do not have an existing** Health Supply Hub account must:

1. Complete the Supplier [Registration Form](https://docs.google.com/forms/d/1UQhMbwA_liWcOC7AvV7Ny3mQQNVaCPyJSOIFBa6jAsA/edit), ensuring you specify which country and RFQ you are interested in bidding.
2. The HSH Team will then register your organisation. Once processed, all designated users will receive a verification email. Click on the provided link to navigate to the user account activation page.
3. Follow the instructions to finish activating your account and to set your username and account password.

For further information and instructions of the Health Supply Hub registration process Suppliers may visit: <https://docs.msupply.foundation/health-supply-hub/registration/>

## Bid preparation

Health Supply Hub has a Microsoft® Excel ® quote template that must be used to submit your quote to the system.

The quote template for a specific tender can be downloaded within the Tender’s page in Health Supply Hub. Suppliers should view the [Supplier User Instructions](https://docs.msupply.foundation/health-supply-hub/submitting-bids/)  on submitting bids to ensure the quote template is completed in the required manner.

The [Supplier User Instructions](https://docs.msupply.foundation/health-supply-hub/submitting-bids/) also provide further guidance and instructional videos on how to prepare your bid submission within Health Supply Hub.

## Submission Process

Suppliers are asked to ensure their bid is prepared prior to the submission deadline to ensure no issues are encountered during submission. Upon the successful and timely submission of bids, Health Supply Hub will give a successful bid submission alert.

All bids submitted are encrypted to ensure the privacy of the data and the uploaded bid documents only become accessible to the authorized bid openers after the closing date.

Submissions received through any other process shall not be accepted.

Please refer to the [Supplier User Instructions](https://docs.msupply.foundation/health-supply-hub/submitting-bids/) for detailed information for the process of submitting the Quote Template and how to attach documents.

## Support

To contact the Health Supply Hub Support Team please email:

health-supply-hub@msupply.foundation

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| **Useful Material** | **Information** |
| HSH Link | Once registered you can login to HSH here:  <https://health-supply-hub.msupply.org/login> |
| FAQs | Answers to frequently asked questions:  <https://docs.msupply.foundation/health-supply-hub/faq/> |
| User Guides | User guides are available here:  <https://docs.msupply.foundation/health-supply-hub> |
| Demonstrations and practice submissions | Access to a demonstration/practice tender can be requested from the Health Supply Hub Support team for Suppliers wishing to familiarise themselves with HSH.  Please contact:  health-supply-hub@msupply.foundation |

All Quotations must be submitted in electronic version via Health Supply Hub.

Attachments must not exceed 100MB in size. Anything greater than this will need to be compressed and sent in a ZIP folder.

Format of documents submitted shall be as follows:

1. Signed letters in PDF format.
2. Documents and spreadsheets in MS Office 2007 format (or later versions) or ISO-compliant Open Document Format for Office Applications (Open Document). Font size no smaller than 10.
3. Diagrams and drawings in Visio 2007 or PowerPoint Office 2007 form.at (or later versions) or ISO-compliant Open Document Format for Office Applications (Open Document).

## Quotation Documents Required to be Submitted

Please do not submit generic marketing materials, broadly descriptive attachments, or other general literature. Responses to this RFQ must consist of and be limited to the following, with c and d in separate, files, clearly named with the RFQ number and “Technical component” and “Financial component” respectively:

1. Cover letter
2. Certificate of Compliance Form
3. Technical component
4. Financial component

The file name of documents related to any of the above shall include the reference to which of a, b, c or d, it belongs to.

All Quotations must indicate that they are valid for no less than forty-five (45) days from the Quotation due date. The Procuring Entity will make its best effort to complete the evaluation and award procedures promptly. If the Procuring Entity wishes to extend the validity period of the Quotations, the Tenderer which does not agree has the right not to extend the validity of their Quotations.

### Cover letter

The cover letter in PDF format must contain:

1. Name and address of the Tenderer;
2. Name, title, telephone number, and e-mail address of the person authorized to commit the Tenderer to a Framework Agreement;
3. Name, title, telephone number, and e-mail address of the person (one person only) to be contacted regarding the content of the Quotation, if different from above;
4. A signature of this letter by a duly authorized representative of the Tenderer.

### Technical component

In preparing the Technical component, Tenderers are expected to examine the documents constituting this RFQ in detail. Material deficiencies in providing the information requested may result in rejection of a Quotation.

To facilitate faster evaluation and comparative analysis of the Quotations, the Technical component shall be presented as a **Detailed Description of Quoted Goods.** This shall present the technical capability, comments, and suggestions to comply with the Specification.

Any requested supporting technical documents must be submitted on the **Attachments** tab of HSH and clearly named.

### Financial component

In preparing the Financial component, Tenderers are expected to take into account the requirements and conditions outlined in the RFQ documents. The Financial component should use the templates provided and include the following:

1. Fee structure and pricing details in AUD[[1]](#footnote-2) including all expenses and applicable taxes (CIF);
2. Financial methodology that explains the rationale of the Financial component and how it offers best value;
3. Tenderer may be subject to local taxes (such as value added or sales tax, social charges or income taxes on non-resident Foreign Personnel, duties, fees, levies) under the Framework Agreement. Tenderer shall include and clearly show all expected taxes in the Financial component.

## Negotiations and Framework Agreement Award

### Negotiations

The Procuring Entity may, at its sole discretion, invite the Tenderer achieving the highest combined technical and financial score for negotiations. If such negotiations have not reached an agreement after a reasonable time, the Procuring Entity may invite the Tenderer whose Quotation received the second highest score to negotiate a Framework Agreement.

The Tenderer must be aware that the mere act of submission of a Quotation, in and of itself, implies that the Tenderer accepts the terms and conditions of the Procuring Entity Standard Framework Agreement which is attached to the RFQ. The Tenderer shall not be allowed to alter the terms of the Framework Agreement. If the Tenderer is not able to abide by the terms of the Framework Agreement, it may request for a change of the terms by written request. However, for the sake of equal treatment of all Tenderers, no material changes will be accepted by the Procuring Entity.

### Framework Agreement award

The Framework Agreement may be awarded following negotiations. After the award the Procuring Entity will promptly notify other Tenderers that they were unsuccessful.

## Definitions for this RFQ

Tenderer A supplier, service provider, consulting firm, individual consultant, institute, consortia, or other economic operator submitting a Quotation

Economic Operator The successful Tenderer being awarded the Framework Agreement

1. Please note that, even though the Quotation should be submitted in AUD, the fees in the Framework Agreement may in exceptional cases be paid in another currency, if agreed in advance. For evaluation purposes, the Quoted price should be in AUD. [↑](#footnote-ref-2)