

Frequently asked questions – Vendors/Suppliers

Q. How does SCMS select a supplier?

A. SCMS utilizes full and open competitive procedures to obtain timely delivery of quality products and services at a reasonable cost. SCMS selects its suppliers based on “best value” according to the following considerations which may include, but are not limited to: lead time, quality of products, customer service by the vendor, vendor performance and supplier (financial and operational) long-term viability.

The standard method used by SCMS is negotiated competitive acquisitions/procurement (except in extraordinary cases that prohibit the use of this method). The procedures are intended to minimize the complexity of the solicitation, the evaluation, and the source selection decision, leading to a “best value” selection.

SCMS follows the US government’s Federal Acquisition Regulations, a publication of uniform policies and procedures for acquisition by all executive agencies. Learn more at <https://www.acquisition.gov/far/index.html>

If you are interested in supplying SCMS with products, please visit SCMS’s ecatalog to learn about the products we procure based on needs expressed by our clients: <http://scms.pfscm.org/scms/ecatalog>

Q. What kinds of products can SCMS procure?

SCMS can procure most products needed for a comprehensive HIV/AIDS care and treatment program including:

- Antiretroviral medicines: ARVs (US FDA and tentatively US FDA approved). Please refer to the USAID Consolidated List of Approved ARVs: http://www.usaid.gov/our_work/global_health/aids/TechAreas/treatment/approved_arvs.xl)
- HIV test kits
- Laboratory supplies and equipment: e.g. gloves, Vacutainers, masks, platform analyzers, pipettes, staining supplies, refrigerators, filing cabinets, paper towels, X-ray equipment, centrifuge, sharps disposal containers and bacteriology equipment etc.

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- Drugs for treatment of opportunistic infections and other essential drugs for HIV/AIDS programs, including drugs to treat tuberculosis and malaria
- Drugs and supplies for palliative and home-based care
- Injection equipment, including safe disposal equipment, supplies for cleaning and disinfecting and analgesics
- Other commodities: computers, printers and software, ready to use therapeutic food (RUTF) fortified blended food (FBF), motor vehicles, pest control kits, air conditioning units, material handling equipment, global positioning systems, storage racks, storage sheds and security devices. (Please note that these commodities are selected based on client specifications and requirements)

SCMS cannot procure contraceptives. Please visit The USAID | DELIVER PROJECT website (<http://deliver.jsi.com/dhome>) for more information. The DELIVER PROJECT works to increase contraceptive security in the developing world by strengthening in-country supply chains, advocating globally and regionally, and improving how we provide commodities to programs.

Q. For the procurement of pharmaceuticals what does SCMS require from vendors?

SCMS requires the following:

- US Food & Drug Administration (FDA) registration number for product or confirmation of compliance with another stringent regulatory authority, unless a waiver of this requirement has been approved or unless USAID's policies permit it;
- The manufacturer must operate in compliance with Good Manufacturing Practice rules (<http://www.fda.gov/Drugs/GuidanceComplianceRegulatoryInformation/Guidances/ucm124740.htm>);
- Registration status of product(s) in country(ies) in which the products will be used, unless this requirement has been waived by the receiving country;
- Detailed product specifications including a pro-forma Certificate of Analysis (CoA);
- Details on how the product(s) will be labeled (SCMS will, at a minimum, request a standard basic label, including the INN, batch number, dosage form, strength, name of manufacturer and address of manufacturing facility, quantity in the container, storage conditions required, manufacturing and expiry date);
- Address of manufacturing site and address of origin/dispatch;
- Pharmaceuticals must be recently manufactured with a maximum possible shelf life. Pharmaceuticals with a maximum possible shelf life of less than 24 months shall have at

least 85% of shelf life remaining when delivered. Pharmaceuticals with a maximum possible shelf life of more than 24 months shall have at least 24 months, or 85%, of shelf life remaining whichever is longer, when delivered;

- Climatic zone stability data on the pharmaceutical for climatic zones III and IV;
- Handling requirements (i.e. cold chain) and any other special storage or handling instructions (Material Safety Data Sheets);
- Vendor's laboratory standards and procedures (according to BP and/or USP);
- All certificates (GMP, CoA, CoPP, etc.) are to be provided at delivery;
- Compliance with USAID's Source, Origin, and Nationality Requirements which excludes foreign policy restricted countries - Cuba, Iraq, Iran, Laos, Libya, North Korea, and Syria. (<http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&rgn=div6&view=text&node=22:1.0.2.22.27.1&idno=22>);
- Metric weight and dimensions for each quoted unit of measurement (UoM);
- On-time delivery in keeping with quoted lead-times;
- Complete and accurate export documentation per destination country requirements.

Q. For the procurement of non-pharmaceuticals what does SCMS require from vendors?

SCMS requires the following:

- Detailed product specifications including manufacturer name and catalog number;
- Handling requirements (i.e. cold chain, hazmat) and any other special storage or handling instructions;
- Metric weight and dimensions for each quoted unit of measure (UoM);
- Warranty, training, installation, and after sale service information for equipment purchases, if applicable. A minimum of 12 months from installation and acceptance by client is generally required;
- Test kits must be recently manufactured and have a maximum possible shelf life. Test kits with a maximum possible shelf life of less than 24 months shall have at least 85% of shelf life remaining when delivered. Test kits with a maximum possible shelf life of more than 24 months shall have at least 24 months, or 85%, of shelf life remaining whichever is longer, when delivered;
- Compliance with USAID's Source, [Origin, and Nationality Requirements](#) which excludes foreign policy restricted countries - Cuba, Iraq, Iran, Laos, Libya, North Korea, and Syria.
- On-time delivery in keeping with quoted lead-times;
- Complete and accurate export documentation per destination country requirements.

Q. What documentation is needed to do business with SCMS?

Once an order is made with a vendor, SCMS will supply an authorized Purchase Order (PO) with item details, quantities, prices, delivery date and INCOTERM. Vendors must accept the PO by either email communications, or by signing the PO and returning it to the person who issued the PO. Vendors must also accept SCMS's contract terms and conditions, and delivery commitment. The vendor must provide shipping documents as instructed by SCMS for the INCOTERM and inform SCMS when the item has been shipped.

The vendor can issue an invoice for payment against authorized PO only after shipment. All invoices must have:

- SCMS PO number
- Vendor name and invoice date
- Delivery date (for goods) or completion date (for services)
- Description of goods or services that can be matched to PO unit price and quantity (PO will only be paid if PO and invoice match)
- Packing List

Vendor must provide Proof of Delivery (Bill of Lading or Airway Bill) to SCMS at the destination location signed by an MOH authorized official. The Proof of Delivery must be signed off by the client. Line items and quantities must match the PO and Invoice.

Q. What are the general evaluation criteria?

When evaluating the quotations or proposals for award of a contract, PFSCM uses the following evaluation criteria in place:

1. Product quality (product must be compliant with the indicated requirements), status of the vendor (e.g. vendor must not be excluded from USG Parties List System)
2. For pharmaceuticals and some medical equipment and laboratory supplies: registration/importation requirements, product presentation (universal labeling, suitability to climatic zone), remaining shelf life
3. Price/cost
4. Delivery time
5. Past performance, market intelligence, risk analysis

Do note that the order of the criteria might change per request (depending on urgency, importation options etc.)

Q. What are the product presentation requirements for the procurement of pharmaceuticals?

- All items with a limited shelf life are preferably stability tested and labeled with an expiry date valid for distribution in Climatic Zones III and IV; the Expiry Date as indicated on the label is guaranteed by the vendor. The vendor shall provide the stability data to the buyer in a timely manner if requested.
- Product presentation denotes the secondary pack: Preferably pharmaceutical storage containers (primary pack) are packed in a secondary pack, and the leaflet loosely inserted in the secondary pack. If there is no secondary pack, then the leaflet will be placed in the primary pack or attached to the primary pack. The same marking is applicable for pharmaceutical storage containers.
- Pharmaceutical storage containers (primary pack) shall preferably be marked with both manufacturing and expiry date, in addition to other requirements as mentioned in our terms and conditions.