



Namibia Institute of Pathology Limited
CLARIFICATION NO.: 02

PROCUREMENT TITLE: Provision of International Courier Services for transportation of samples from Windhoek Central Referral Laboratory (WCRL) to referral laboratories in South Africa (Johannesburg, Cape Town, Durban, Bloemfontein, and Pretoria) for a period of thirty-six months (36) months.

Please find in the below table feedback to clarifications sought from bidder(s):

ITEM	ITEM	COMMENTS/ RESPONSE
	<p>Clarification date: Wednesday September 2023 10:58</p> <ol style="list-style-type: none"> 1. What are the reagents used to determine the time allowed to transport the hampers? 2. Is cold chain involved? 3. Cut off times for collection in Windhoek? 4. Are cut of time fixed and consistent throughout the duration of the contract, 36 months? 5. What are the collection times during public holidays, weekends? 	<p>Feedback Date: Monday, 02 October 2023</p> <p>Please find below the response to clarification sought:</p> <ol style="list-style-type: none"> 1. The service provider is required to have a tracking system app that both parties (us and the service provider) use to monitor the Turnaround Time (TAT) for delivery from when the hamper is picked up until it is delivered. We utilize the waybill number to calculate the allowed time frame. 2. Yes, please refer to the bid document. We are responsible for packing the hampers with ice packs inside. However, your transportation service must have a refrigeration service to keep the hampers cooled. 3. Yes, they remain consistent. 4. Preferably with the same collection times as weekdays.

PK



Yours sincerely (WIP) Ltd

KATHIMA KALLI

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PROCUREMENT MANAGEMENT UNIT

NAMIBIA INSTITUTE OF PATHOLOGY LIMITED (NIP)