

S/NO.	Question	Response
1	Regarding description of proposed transportation route from <b>point of origin</b> to final destination, kindly advise the origin point (City, country or at least region) for the transportation of the IEHKs, since this is relevant to correctly describe the movement with regards to transit points, potential risks and estimated transit timelines	IMRES Larserpoortweg 26, 8218 NK Lelystad The Netherlands
2	Please advise if the representative during bid opening should be available via Teams or by physical presence?	This will be online (Teams meeting)
3	When submitting our reply to regional and global network coverage – should we just answer with a check mark or do you expect a description of our setup for each country?	Check mark is sufficient. Feel free to capture additional relevant information in the last column “ <b>Further information</b> ” and any other detailed information in the table below “ <b>Additional information relevant to the above table</b> ”
4	Question 2.2, 2.4 and 2.6 – some of the text is missing in the description of question.	Corrected. The missing texts have been updated
5	Will it be possible to answer in own format ensuring all questions are answered as using the template with text boxes is not very flexible when entering our response.	Use the provided format including using the boxes for additional information. <b>You can provide relevant documentation as evidence to the information provided in GOAL’s template</b>
6	<b>Appendix 3 – Case Study</b>  Please advise from which original goods are shipped	IMRES Larserpoortweg 26, 8218 NK Lelystad The Netherlands  <b>N.B: Points of origin and final destination will vary from time to time</b>
7	Please advise delivery terms	Delivery terms will always vary from contract to contract. <b>For the case of this, consider Incoterms 2020, DDP (Delivered Duty Paid)</b>
8	The terms and conditions presented does not refer to any limits to liability, would you please confirm that a potential contract with GOAL is subject to further	GOAL sticks to it’s standard terms and conditions, however in case of any

	negotiation and services delivered would be subject to limited liability in accordance with NSAB2015 or similar conventions?	conflicting clauses, these shall be discussed in comparison with the NSAB2015 on a case by case basis.
9	Claus 37 of the contract refers to the right to demand a Bank Guarantee without cause and at an amount described by GOAL. In which situations would it commonly be required by GOAL for the forwarder to present a guarantee?	GOAL shall demand a guarantee in situations where advance payments are required on the request by the supplier.
10	The payment terms described mentions 30 “working days” can you please confirm this is correct or the actual requested payment terms are 30 days from invoice.	GOAL’s standard payment terms are “ <b>within 30 days</b> ” upon receipt and acceptance of the invoice
11	We request to have the date of request for clarifications extended	Extended up to 16th May 2025
12	Are you able, at this stage, to give an indication of yearly volumes broken down by air and sea that are likely to be shipped, over a 12-month period, in support of the GOAL Global programs?	No
13	Are you able to confirm what the timely manner for publication may look like please?	No
14	In the case study scenario, what is the total weight and volume of the IEHK to be shipped?	The inter-agency emergency health kit serve 10,000 people for a period of 3 months. The total weight is 1.25 metric tons (1250 kg) and the total volume is 7.15 m <sup>3</sup> . It is not 10,000 separate kits.
15	The documentation mentions that the IEHK contains hazardous materials and chemicals. Could you please specify the particular items being referred to and their corresponding UN numbers?	The full kit contents is available as Annex 1. UN numbers are not available.
16	We understand that temperature-sensitive items, specifically vaccines requiring cold chain management, are included in the IEK. Could you please provide the precise temperature requirements for these items?	The basic IEHK does not include vaccines so cold chain storage is not required in this scenario. The IEHK must be kept at a Controlled Temperature Storage of +15 to +25°C
17	In the EOI document, do the company information, technical questionnaire and case study need to be stamped as advised in the checklist as there is no place for this	Yes, please sign and stamp at the end of each of the required sections.

18	Would detailed references be acceptable as an alternative to sending previous contracts due to GDPR restrictions?	Previous contracts can be redacted to preserve confidential information. Alternatively, detailed references from previous customers from the last five years, outlining experience in transporting specialised items for humanitarian organisations.
19	Is the contract template as stated in the EOI the same as a Purchase Order?	Yes
20	Given the extension to the deadline for clarification is the 16th May, if it possible to extend the submission date to allow sufficient time for the EOI submission?	The submission deadline will be <b>extended</b> from the 20th May to <b>23rd May at 18:00pm (GMT+1)</b>