

Questions & Answers Log

	Section Reference	Question	Answer
1	Terms and Conditions Sections: - I.10 IFB-030.1 Approved Equal - I.11 IFB-031.1 Alternates - I.12 IFB-032.1 New Equipment - V.10 Contract-007.01a Supplies Delivery - V.16 CONTRACT-010.2 Product Conformance	1. Product Availability, Discontinuations & Special Orders Some products listed in Attachment A – Item Specifications are either discontinued or identified by manufacturers as special-order items with limited production or extended lead times. <ul style="list-style-type: none"> When should proposed substitute products for discontinued items be submitted — at bid submission, or after contract award as outlined in Section IX(c)? For special-order products, should bidders provide current pricing, and lead-time estimates as of the bid date, acknowledging that availability may fluctuate throughout the contract term? 	<p>Please refer to Section I.10 – IFB-030.1 Approved Equal and note that the Statement of Work does not indicate “no substitutes.” Also see I.11 IFB-031.1 Alternates.</p> <p>You cannot indicate anything other than a fixed price at the time of bid. Any changes to the product during the contract period must be discussed with the facility Contract Monitor. The price list can only be formally changed during the renewal period.</p>
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2	Terms and Conditions Section: - V.10 Contract-007.01a Supplies Delivery	2. Fulfillment & Delivery Timeframes Section IX(b) requires suppliers to acknowledge receipt of a Purchase Order (PO) and provide an ETA within 24 hours. However, the IFB does not specify expected delivery timeframes once the PO is acknowledged. <ul style="list-style-type: none"> Could DHS clarify the expected delivery standards (e.g., number of business days for in-stock supplies vs. equipment)? Do all facilities share uniform delivery expectations, or may individual facilities establish their own lead-time preferences? MQ Healthcare Distributor intends to use UPS, FedEx, or LTL freight carriers depending on order size, weight, and destination. Could DHS please confirm whether there are any approved or restricted carriers for deliveries to the listed facilities? Additionally, are there specific delivery requirements (dock appointments, delivery hours, lift-gate, or inside delivery) that suppliers should coordinate with each facility before shipment? 	<p>As stated in the IFB Terms and Conditions attachment Section V.10 Contract-007.01a Supplies Delivery, the Contractor agrees to bear the risk of ensuring that the product is delivered within thirty (30) days after the Effective Date of an executed Purchase Order. Therefore, the Commonwealth does not provide a list of approved and restricted carriers.</p> <p>Purchases Orders executed off the Contract will provide shipping instructions, including the facility contact person to obtain additional delivery instructions, if necessary.</p>
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Questions & Answers Log

3		3. Minimum Order & Freight Calculation Section IX(a) establishes a \$100 minimum order for F.O.B. delivered pricing. <ul style="list-style-type: none"> • Could DHS define what qualifies as a “reasonable freight/shipping cost” for orders below this amount? • Should these freight charges appear as a separate line item on invoices, or be included in the product pricing? 	<p>The reasonable term is defined by the Commonwealth Purchaser at the time of purchase.</p> <p>Facilities are expected to comply with the terms of the Contract and abide by the \$100 minimum order for F.O.B. delivered pricing. For instances when the order is under \$100, the shipping costs must be listed as a separate line item on the quote.</p>
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4	doing business with the commonwealth.pdf	4. Order Acceptance & Acknowledgment Section IX(b) states that the selected contractor must have the ability to accept orders “manually, electronically, over the phone, or via fax.” <ul style="list-style-type: none"> • Could DHS confirm that email order receipt qualifies as “electronic” acceptance under this section? • MQ Healthcare Distributor currently accepts orders via email, fax, and phone, but does not utilize an EDI system. We want to ensure that email-based order acceptance satisfies the electronic-order requirement. 	<p>Electronic mail falls under the electronic submission category listed in Section IX. b. of the Statement of Work. Emails are an approved method to confirm receipt of a Purchase Order. Please refer to doing business with the commonwealth.pdf for more information.</p>
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5		5. Supplier Pool & Order Allocation Section VII notes that awards will be made to all responsive and responsible bidders per lot . <ul style="list-style-type: none"> • Could DHS explain how orders will be distributed among multiple awarded suppliers? <ul style="list-style-type: none"> ○ For example, will facilities have discretion to select suppliers based on price, product availability, or performance history? • Additionally, could DHS clarify whether each awarded supplier will be approved to provide all items listed within the awarded lot, or if specific 	<p>The award will be given to all responsive and responsible bidders for the Lots that they bid. Facilities have the discretion to select suppliers. Please refer to the revised Statement of Work, Section II and Addendum 2.</p>

Questions & Answers Log

		items or categories will be assigned to individual suppliers for ordering purposes?	
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6	Terms and Conditions Section: - V.3 CONTRACT-002.2d Renewal of Contract Term; Adjusted Prices – Fixed Percentage	6. Price Adjustment at Renewal The IFB allows for up to a 3 % unit-price increase at renewal. <ul style="list-style-type: none"> Will DHS require cost documentation (e.g., manufacturer or distributor letters, freight-rate increases, or tariff-related adjustments) to support price adjustments, or is the 3 % increase treated as an allowable ceiling without justification? Additionally, due to ongoing tariff impacts and raw-material fluctuations, many manufacturers and master distributors are issuing cost increases with limited notice — sometimes even on back-ordered items. Could DHS clarify whether such mid-term cost changes may be reviewed or accommodated under this contract, or if all pricing must remain fixed until renewal? 	Increases are limited to at the time of a renewal period, and only for the future renewal period. The standard increase is for up to 3% over the prior amount and justification for the increase is not required. The Commonwealth shall only pay the contracted price, regardless of tariff impacts or raw material fluctuations. Please refer to Section V.3 002.2d of the Terms and Conditions.
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7	Statement of Work XII. Payment Provisions. http://www.dgsweb.state.pa.us/comod/CurentForms/SampleSupplierInvoice.doc	7. Invoicing & Payment Processing Section XII specifies that suppliers will be reimbursed upon satisfactory delivery and submission of invoices. <ul style="list-style-type: none"> Can DHS confirm if PDF electronic invoices sent via email will be accepted, or if invoices must be submitted through a state portal? Alternatively, should invoices be mailed in hard copy (paper form) to each facility's Accounting Department, as implied by the sample supplier-invoice link? What is the expected payment timeline after invoice submission (e.g., net 30, net 45)? Should invoices reference each facility's PO number or a central DHS contract number? 	Please review the link on How to Submit Invoices Commonwealth of Pennsylvania . Purchase Order invoices are to be submitted to 69180@pa.gov . The requirements on how to format Purchase Order invoices can be found at these links address-and-requirements-for-purchase-order-invoices.pdf and e-invoicing-program-terms-requirements.pdf . In the Statement of Work Section XII. a link is provided to review a Supplier Sample Invoice.

Questions & Answers Log

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8	Procurement Handbook Part II, Chapter 37, Goods Receipt	<p>8. Definition & Submission of “Service Receipt” (Section XI)</p> <p>Section XI requires that a “Service Receipt” be sent to each facility’s Accounting Department to confirm delivery. Since MQ Healthcare Distributor uses third-party carriers such as UPS, FedEx, and LTL freight, we do not retain a physical packing slip signed by facility staff.</p> <ul style="list-style-type: none"> • Could DHS clarify whether a carrier proof of delivery (POD) showing delivery confirmation, recipient name, and timestamp is acceptable as a “Service Receipt”? • May this receipt be submitted electronically (by email, PDF format) to the facility’s Accounting Department, or must an original hard copy be mailed? 	<p>Procurement Handbook Part II Chapter 37 Goods Receipt, the supplier must include a packing slip in all supply deliveries and submit a Bill of Lading (“BOL”) from the carrier. The goods received are matched to the quote (issued by the Contractor to the facility’s Accounting Department), and the following invoice. A three-way match is required.</p>
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9		<p>9. Payment Method / Type (Section XII)</p> <p>Section XII outlines payment provisions but does not specify the form of payment used by DHS.</p> <ul style="list-style-type: none"> • Could DHS confirm whether payments will be issued via ACH / direct deposit, paper check, or another method? • If ACH payments are required, is registration in the Pennsylvania Supplier Portal mandatory prior to contract execution? • Will DHS provide electronic remittance notices confirming payment and invoice references? 	<p>Use of ACH is not required but strongly encouraged for a vendor’s benefit. The following is a link to obtain more information for those using ACH: For Vendors Office of the Budget Commonwealth of Pennsylvania. Electronic remittance notices are issued and the Commonwealth encourage Suppliers to Sign Up for Direct Deposit & e-Remittance Commonwealth of Pennsylvania.</p>