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| **S.** | **QUESTION** | **ANSWER** |
| 1 | What assurance of supply can you guarantee to deliver items and services as specified and on-time? Do you have any minimum inventory levels which you maintain on hand? |  |
| 2 | What is your standard process for quality control and the return of goods? The return of goods may occur due to incorrect specifications of goods received, goods arriving damaged, goods being defective, etc. |  |
| 3 |  |  |
|  |  |  |
| 5 | Have you provided Certificate of Authenticity / Certificate of origin for the items? |  |
| 6 | List your quality assurance certificates: |  |
| 7 | Have you listed the expiry date of items on Annex C where applies? |  |
| 8 | What are the vendor’s procedures for packaging? Please describe your company’s procedures for packaging. |  |
| 9 | How are the products stored before shipping? Please describe how the products stored before shipping. |  |
| 10 | What is your standard process for quality control? |  |
| 11 | In case requested, will your company provide us with the copies of last audits and a copy of the Good Manufacturing Practices (GMP)? |  |
| 12 | List the cities within Turkey where your company has physical presence: |  |
| 13 | Please provide 3 References including any previous or current other INGO/ NGO you work with to provide similar medical services/ supplies from Turkey to Syria. |  |
| 14 | Please describe typical Service Level Agreements (SLAs) that your company establishes with customers. What is your standard issue resolution process? |  |
| 15 | Would your company provide CARE with a dedicated Account Manager to ensure quality Customer Service? Do you have the ability to provide 24x7x365 support? If so, please provide the type of services the Account Manager would be responsible for. |  |
| 16 | Is your company able to supply any additional benefits to CARE based on its status as a Non-Governmental Organization (NGO)? NGO's are not-for-profit organizations typically providing charitable activities and services to those in need. Please list both any additional services / benefits that your company can offer based on this customer designation. |  |

Signature and Stamp of the Company