SAMPLE POLICY

1. Tenderers should provide samples of a broad representation of exact products as specified in the tender document, and intended for distribution.

2. Tenderers are required to submit samples of tendered products by 14th October 2013.

Minimum quantities of samples required for tendered products are:-

- Tablets/Capsules: 200
- Liquids: 400mls
- Injectables: Volume - Equivalent to 50ml
- Creams/Ointments: 2 Tubes
- Ear/Nose/Eye Preps.: 2 Bottles
- Medical Supplies/Device: 1 unit

All products should:

- meet the requirements of manufacturing legislation and regulation in the country of origin and be approved for use or eligible for approval by the competent authority in that country.
- be presented in properly labeled containers with batch number and expiry date clearly indicated.
- labeled in English.

Package should be labeled as “SAMPLE NOT FOR SALE” and address to:

Francis Burnett
Head of OECS Pharmaceutical Procurement Service
Morne Fortune
Castries
St. Lucia
5th September 2013

Re: Sample Policy

Dear Tenderers:

We have enclosed the “Sample Policy” to guide product samples submission for the 2014/2015 tender. We have also decided to share with you the common complaints from our clients regarding the quality of products.

The most frequent complaints included the following:

- Small and illegible font size on labels, particularly ampoules
- Packaging that lack manufacturers’ information
- Non-English labelling and product leaflets
- Malfunctioning medical devices
- Ampoules difficult to snap open
- Tablets disintegrating easily
- Poor packaging

We trust that the information provided above will assist your company in sourcing the best products for our market.

Yours sincerely,

Roseann St. Rose
Research/Quality Control Officer