

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



ORGANISATION OF EASTERN CARIBBEAN STATES (OECS)
Pharmaceutical Procurement Service (PPS)

Physical address: Morne Fortuné
Castries

Mailing address: P.O. Box 3093
Castries, St. Lucia.

Telephone: (758) 452-5895/5058/7203 • Fax: (758) 453-0227 • E-mail: pps@oecs.org

Our ref:

Your Ref:

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