Question received	Answer
The annexures as listed in the index to the example product Supply and Licensing Agreement were not attached.	The complete Product Supply and Licensing Agreement (including Appendices) are available upon request from pac@clasphub.org. Appendices A and F are supplier-specific.
Questions in relation to the Product Supply and Licensing Agreement: Section 3: We note that there is a deposit mentioned. What % is the deposit?	The required deposit varies by each Supplier – typically 30% to 50% is required in order for Supplier to begin manufacturing the order placed by CLASP
Section 4: Delivery period – is this set or is this agreed depending on the supplier?	The delivery period on each order is negotiated between Supplier and CLASP on each order placed.
Section 4: We note that a delay is noted. What is the time frame between order and delivery?	See answer above. If the order is delayed past the agreed upon date this clause would go into effect.
Who bears responsibility in relation to Acts of God?	In terms of the Agreement, the affected Party would not be held liable for failure to perform. It is CLASP's position that we would work together with Supplier to rectify situation and expect Supplier to do the same if CLASP is the affected Party.
Section 5.2: Please clarify in relation grey market prevention how the second sentence relates to the first?	No relation. Second sentence is section 5.2 should have been first sentence in section 5.3.
Section 10: When does the period of warrantee and when does this begin as there are three time periods mentioned in paragraph 10.1.	CLASP expects warranty period to begin on the day the chair is provided to the client not when sold to CLASP. CLASP is requesting that providers register each wheelchair on the CLASP website with the wheelchair's serial number in order to begin the warranty period.
During the CLASP bid one, requested for Adult wheelchairs (Adult active manual wheelchairs and Adult standard (also called hospital-style) manual wheelchairs). It was mentioned that the subsequent bid would call for pediatric wheelchairs (which can be both pediatric active wheelchairs and pediatric wheelchairs with positioning devices). Does CLASP ITB two, accept bids that fall under the category of pediatric active wheelchairs?	ITB 2 is only for manual wheelchairs with postural support devices, postural support accessories, and cushions. All products are open for adults and children. If the organization that bids has a pediatric active manual wheelchair AND a postural support device accessory, the Product Advisory Council is open to assessing the pediatric manual wheelchair AND the PSD accessory as a manual wheelchair with postural support. Or make an alternate case that your product should be considered now. Alternately, you can wait for the next ITB, which will include kids active chairs, among others.
If a supplier has more than one product in the same category, does CLASP need the suppliers to bid within one Excel workbook? Or does CLASP require the suppliers to submit one Excel workbook for each product?	You may use the Excel function "copy" for the tab that corresponds to the product where you will bid with more than one. Please complete an individual product tab per product bid. You may also choose to use a workbook per product.
If selected and invited to submit demo samples for in further review, could the products be evaluated in China where the majority of the product manufacturers are based? Sending demo products to the US would be very expensive for the following reasons;	Due to the experience with logistics for the in-person evaluation for ITB 1, CLASP has decided to conduct the in-person evaluation for ITB 2 in the US.
Most bidders manufacture their products in China. In the previous bid, CLASP requested that the products were to be fully assembled. If they need to be fully assembled for the current bid, the package will be larger than usual, increasing the shipping cost, especially for overseas shipping. Fully assembled products are difficult to protect inside the box, especially when shipped internationally.	To reduce shipping costs to the US, you may send the product unassembled with assembly instructions. A wheelchair expert from the PAC will assemble the product prior to the evaluation. In the event that there are several bidders with manufacturing facilities in China, CLASP would be open to consolidating the shipment in the Shanghai area and will invoice the

	bidders their prorated share of the transportation and importation cost to the US.
Once selected, sending a sample to the CLASP Office in the US for marketing would be a reasonable expectation as at this point the supplier would have a level of assurance of future purchases.	Correct. For ITB2, CLASP would like to forward the sample provided by Supplier for review by the PAC to be used for marketing purposes thereby eliminating the need for Supplier to send a separate sample.
The products that are not selected will have to be shipped back to China, which makes the shipping costs even more prohibitive. This process may prohibit smaller suppliers from participating in the bid potentially leaving out good products.	It is likely that the in-person evaluation is conducted at the International Society of Wheelchair Professionals in Pittsburgh, PA, US. After the in-person evaluation, all the demos will be shipped to CLASP Headquarters at CLASP's cost. If the product is not invited to CLASP catalog, CLASP will work with each supplier to return the demo product (according to FDA permissions for demo units not for commerce or resale).
If no change has been made to the product or the standard since the testing date of the product, why is a higher score granted for latest testing dates? Shouldn't the tests be still valid if no change has been made to the product and to the test?	Since standards are updated through time, it is informative to the Product Advisory Council (PAC) the date of the product test. The most important requirement of this aspect that the bidders submits the test report that demonstrates that the product has passed the standardized testing. **The product must have passed at least section 8 (or similar) of the test.**
Usually a bidding process would assure the purchase of a number of products at the end of the process. As we understand, CLASP's mandate is to deliver a variety of products in small or large orders, faster. To be able to achieve this CLASP will have to hold stock of the products in the catalogue rather than ordering when a customer from the field places an order. How long after signing the CLASP/Supplier agreement, would the first stock be ordered as per the supplier quoted minimum order quantity in their ITB.	CLASP expects that the first order upon a fully executed Supplier Agreement would be sent within five business days to Supplier.
We noticed that the scoring system in the ITB for ISO test results included scores +1,0 and -1. According to the scoring system if supplier 'A' has tested their product at the manufacturer's facility, they are scored -1. This seems like the suppliers who attempt to test their products inhouse are being penalized. Most suppliers conduct their tests inhouse as the costs of testing is prohibitive for those who make low cost wheelchairs. Inhouse testing is one way the suppliers are able to maintain an affordable product price while ensuring that the product passes the ISO tests. If Supplier 'B' has not tested their product at any facility, how are they scored? Do they score -2 or do they not get invited to the next stage of evaluation? Please explain the above scoring system.	Testing by a third party reduces a chance of bias and ensures that a rigorous testing procedure as per the standard has been followed. In-house reports are acceptable as well with suitable testing information as noted in the scoring system. While we are scoring a -1 for in-house testing, all test reports and materials are reviewed comprehensively to evaluate product quality. Supplier B will be also scored as -1 according to our rubric. The results of the quantitative scoring activity are necessary to inform the Product Advisory Council (PAC) during the final recommendations to CLASP. Any concerns with the score are discussed between PAC members and facilitators.

Our supportive pediatric wheelchair scores over 30 on the rubric and we had interpreted the previous announcement 'ITB in early 2019' to be a bit later. We will have a ISO 7176 test report in January. Then, we will have field test data in March and ISO test data on units from the manufacturing tooling in May. Can we apply with the understanding that an invitation to the clasp catalog would be provisional pending successful third party tests?	CLASP is committed to making appropriate assistive products available through its catalog at the same time as it encourages innovation of new appropriate products. As you mention that you will have the ISO 7176:8 testing results in January, CLASP is willing to make an exception and accommodate your request as follows: • Submit to pac@clasphub.org all the **required** documentation, except the ISO testing results, by the ITB 2 deadline on January 4th, 2019 • Submit to pac@clasphub.org the ISO 7176 testing results no later than January 28th. The PAC will do an expedited review of the testing results report. If your product passes, and meets the rest of the minimum requirements, you may be invited to send the demo product for the PAC in-person evaluation. • Your field test data and ISO data on the units from the manufacturing tooling would not be submitted on time for this round of ITB.
Regarding the catalog price, does clasp markup the wholesale price (or landed cost SHA) evenly for all product categories and for all manufacturers? Our brand's price position in the market is important to consider when taking on a new distributor.	CLASP marks up the wholesale price to cover cost of goods sold and to generate a small operating gross profit meant to sustain our operations and provide value added marketing and promotion services for Suppliers. It is not necessarily "even" across all product categories.
Regarding ATScale and subsequent market shaping initiatives, what effect is clasp noticing so far such as new orders, new customers, increased order volume, or interest in specific product categories?	Since ATScale's introduction we have not traced a measurable effect to our business.
Assuming invitation to the clasp catalog, when would CLASP make the first PO? For all wheelchairs in 2019, what is the sales projection?	CLASP expects that the first order upon a fully executed Supplier Agreement would be sent within five business days to Supplier. Sales projection figures will be shared with members of the Committee of Suppliers at the first meeting in 2019.
Please explain more about Co-Marketing strategies. 1% of what, to be delivered how and when, and what for?	Subsequent to the draft version of the Supplier Agreement provided in ITB2 CLASP has removed the reference to Co-Marketing Strategies. Any Co-Marketing Strategies developed in the future will be done with the members of the Committee of Suppliers.
For 'parts that can be found locally', what is a 'part'? Are fasteners considered one 'part' all together? We note that the scoring gives advantage to products which have more total parts where many are available locally. More parts and fasteners is generally not considered to be a product advantage.	CLASP means by parts both parts and components that may need to be replaced to continue to have the product in proper working conditions. The fasteners are considered one part. The balance between the product's adjustability, quality, and possibility to be locally repaired are assed throughout the rubric and during the in-person evaluation.