

Our Ref. : LO-TD-20260922
Tender No. : LO-TD-202601

22 September 2026

TO WHOM IT MAY CONCERN

CUHK MEDICAL CENTRE LIMITED

RESPONSE TO TENDER QUERIES NO. 1

Provision of Logistics Services for Pharmaceuticals and Medical Consumables
(Tender Reference No.: LO-TD-202601)

I refer to the subject tender documents issued by the CUHK Medical Centre Limited on 11 August 2026. I am issuing herewith the following document for your tendering purpose:

1. Response to Tender Queries No. 1

Please note that the information contained in this document shall deem to form part of the Tender.

Should you have any further queries, please feel free to contact us via e-mail at tender@cuhkmc.hk.

Thank you for your kind attention.

Yours faithfully,



Jane Yeung
Senior Manager, Supplies & Procurement
CUHK Medical Centre Limited

RESPONSE TO TENDER QUERIES NO. 1

Provision of Logistics Services for Pharmaceuticals and Medical Consumables **(Tender Reference No.: LO-TD-202601)**

No	Queries	Responses
1	Please share the item master data of all pharmaceutical items for calculating the number of items in box/pack level (average inventory in dedicated area).	<u>Pharmaceuticals:</u> There are approximately 1,200 active items handled by the pharmacy, of which around 50 are IV fluids or ward stock items, such as antiseptic solutions. The volume of IV fluids and antiseptic solutions ranges from 100 mL to 1,000 mL, with some items up to 3 L. The remaining items are available in various dosage forms, including oral solids, oral liquids, and injections. For example, an oral antihypertensive medication is typically supplied in a box of 30 tablets. Injectable products may be supplied as a single vial or in multiple-vial packs, such as boxes of 10. <u>Medical Consumables:</u> There are approximately 500 active medical consumable items stored in the dedicated storage area.
2	What is the approximate % of fluid versus non-fluid out of the total 35 cbm of pharmaceutical items?	At least approximately 80% of the area will be allocated to bulky IV fluids due to their size and the volume of activity.

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3	Detailed delivery arrangement was not included in the Tender document. Please share for review.	Delivery Arrangement – Pharmaceuticals and Medical Consumables is not a confidential document. It is stated in Appendix F & Q in the Invitation to Tender document respectively.
4	Please explain the system workflow for hospital 3PL staff to replenish stock items from the 3PL warehouse or Material Store to Pharmacy Stores or Hospital Stores. Additionally, please clarify how this replenishment process related to the top-up process?	Refer system workflow to Part VI Tender Brief: 4.4.3.1 Information for System Interface between WMS and ERP, and 5.4.3.1 Information for System Interface between WMS and ERP for Pharmaceuticals and Medical Consumables respectively. Once the products are delivered from 3PL warehouse to the Hospital, it is required 3PL on site staffs to arrange top-up. Refer details to Part VI Tender Brief: 4.2.3.1. Operations (Topping-up Services), and 5.2.3.2 Operations (Topping-up Services) for Pharmaceuticals and Medical Consumables respectively.

No	Queries	Responses
5	For Transfer Order initiated through QR code scanning, the entire data flow is within CUHKMC ERP until an interface of replenishment order is created? In other words, does the 3PL WMS remain passive and simply wait to receive the replenishment order interface file from the ERP system?	With current 2-Bin System, Transfer Order can be created by scanning the QR code using a handheld device to replenish products from the 3PL warehouse to the Hospital. Refer system workflow to Part VI Tender Brief: 4.4.3 System Interface between WMS and ERP, and 5.4.3 System Interface between WMS and ERP for Pharmaceuticals and Medical Consumables respectively.
6	Please clarify whether the order line volumes stated in Annex B – Fee Proposal are based on a monthly or weekly basis. The figures appear to be inconsistent between Tab 3.3) Part B – Logistics Operations Costs – Supplementation and Tab 4) Volume Assumptions.	The Tenderer shall deploy its operations team (subject to CUHKMC's prior approval) based on the estimated number of activities per month as mentioned in Annex B - Fees Proposal, Tab 4) Volume Assumptions. Indicate the number of headcount in Annex B - Fees Proposal, Tab 3.1) Part B - Logistics Operations Costs - Unit Rate, and Tab 5) Logistics Costs – Summary. The Tenderer shall propose the headcount required for each weekly order line volume tier specified in Tab 3.3) Part B - Logistics Operations Costs - Supplementation for CUHKMC's reference. This is to demonstrate the Tenderer's operational capacity and efficiency in maintaining the required service levels in the event of rapid growth in the Hospital's business volume.

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7	Please advise whether inbound cartons/pallets contain single SKU or multiple SKUs, and provide the estimated percentage split.	Products may be delivered under a single delivery note, while each product is packaged separately in its own packaging or carton.
8	Please provide the standard pallet dimensions, average pallet height, and average pallet volume.	The current pallet dimensions are approximately 1.2 m (L) × 0.8 m (W) × 1.6 m (H). The Tenderer shall arrange palletization in accordance with its warehouse racking system.

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9	Please provide the estimated number of inbound shipments per month?	Currently total 80 inbound shipments per month.
10	Please advise whether it is acceptable to stack one pallet of stock on top of another pallet of stock?	Pharmaceutical and Medical Consumables products must be stored off the ground, protected from direct sunlight, and positioned with adequate spacing. Pallets must not be stacked directly on top of one another, as this may damage the goods.

No	Queries	Responses
11	Please confirm whether outbound Transfer Orders for replenishment are strictly issued in full cartons, or if they may also include loose packs and piece picks?	More than 98% of order lines are fulfilled through piece picking, depending on the order quantity. The picking unit of measure (UoM) may be each, inner box, pack, bottle, etc.
12	Please advise on the expected headcount/labor requirements needed to support the current scope of work? 1. On-site manpower allocation at CUHK for replenishment 2. Warehouse operation	The Tenderer shall propose the required manpower resources based on the current or proposed workflow and shall ensure that all specified service levels are achieved. The Tenderer may refer to the current headcount deployed at both the 3PL warehouse and the Hospital, as provided in Annex B: Fee Proposal, under the tab "3.1 Logistics Operations Cost Unit Rate", Column H.

No	Queries	Responses
13	Please confirm whether the handheld scanners required for onsite replenishment operations will be provided by CUHKMC, or to be supplied by the 3PL?	The handheld device will be provided by CUHKMC.
14	Please propose the required vehicle type(s) to support the distribution requirements.	The Tenderer shall propose the required vehicle information and delivery arrangements in Schedule 19 – Proposed Operational Resources, Warehouse and Vehicle for CUHKMC’s evaluation. Considering the anticipated delivery volume and service level requirements, all proposed vehicles and delivery arrangements shall comply with applicable medical and regulatory requirements.

No	Queries	Responses
15	Please advise the proposed delivery manpower arrangement (e.g. 1 driver + 1 helper)?	The Tenderer shall propose the required vehicle information and delivery arrangements in Schedule 19 – Proposed Operational Resources, Warehouse and Vehicle for CUHKMC’s evaluation. Considering the anticipated delivery volume and service level requirements, all proposed vehicles and delivery arrangements shall comply with applicable medical and regulatory requirements.
16	Regarding the reference to RFID Solution (optional) indicated in the tender document. Please clarify whether RFID technology is required for operational scanning throughout all warehouse processes, including receiving, putaway, cycle counting, and dispatch?	RFID technology is currently not adopted in our logistics operations. The Tenderer shall propose effective and efficient technology implementation approaches in the Technical Proposal to enhance operational performance and service delivery.

No	Queries	Responses
17	Regarding the re-labelling activities in the GMP and Non-GMP environments, please clarify whether these activities relate to pharmaceutical products, medical consumables, or both? As the 3PL will be receiving finished goods directly from the supplier, please clarify on the scope of the re-labelling process. Specifically: 1) Is the re-labelling activity intended to modify product registration particulars or other product information at the GMP/Non-GMP lines within the warehouse? 2) Or any other intention for such re-labelling request? In addition, please provide more details regarding the re-labelling process including: • The specific steps involved in the activity. • The estimated volume of each job. • Please clarify whether the 3PL is expected to provide any packaging materials, labels, or other operational consumables at its own expense as part of the service scope.	This relates to secondary packaging which involves labelling, re-labelling, cartoning, re-cartooning etc.. This service may not need to be performed on a regular basis and is required based on operational needs.

No	Queries	Responses
18	As mentioned in the fee proposal that the costs to be reviewed on every 6 months interval after launch. Please clarify the implication of this clause is?	This review is intended to ensure that the charges paid by CUHKMC remain cost-effective. For example, overflow charges and costs arising from expired materials may result from ineffective inventory planning. The Tenderer shall work collaboratively with CUHKMC to identify and review improvement opportunities and cost savings initiatives.