

Terms and Conditions

All interested parties are to confirm their agreement to provide a number of basic provisions which are, but not limited to, pasta, flour, bread, crackers, biscuits.

The interested participating outlets will be requested to input the redeemed vouchers details and value purchased by the Client in a system which will be specifically designed for this purpose.

The original vouchers would then be sent to the POYC Unit together with an original copy of the bill for the necessary verification and reimbursement as per Conditions outlined below.

Interested parties must be willing to provide the products for a period of TWO (2) years which may be extendable by a further period of SIX (6) months.

Participants will be allowed to pull out within a six month timeframe from the initiation of the agreement.

- I. The term 'food' within the context of this RFP refers to gluten free products which must be marked within the point of sale by the retail outlets / pharmacies as being gluten free.
- II. The retail outlets / pharmacies selling these products must be equipped with an intelligent cash register that can print out the chit of all gluten free products and their respective selling price.
- III. The service will be handled through a number of retail outlets or pharmacies.
- IV. The operators will not have access to a database to check that the client is indeed registered as a coeliac since the whole system will be operated through vouchers issued on a monthly basis by the Government to all entitled clients.
- V. This call is open to any economical operator who can offer gluten free products available through a number of retail outlets / pharmacies.
- VI. The orders related to the variety and quantities need to be agreed to with the retail outlets / pharmacies.

Conditions for Participation

The following conditions are applicable to all economical operators participating in the scheme.

1. Operators will be required to be properly stocked with a whole range of Gluten Free products throughout the whole validity period of this RFP as listed.
2. Operators should be properly regulated by the competent authorities and they must provide evidence of valid endorsement from the respective Authority as applicable together with a copy of their VAT certificate.
3. Operators must also be registered with the Food and Safety Commission and provide valid evidence thereof.

4. Operators should be equipped with a fiscally approved cash register or point-of-sale system. Manual receipts are not acceptable.
5. Operators should exchange Vouchers issued to clients against 'Gluten free' products ONLY.
6. Operators should check the validity date of the Voucher and exchange it for goods only if the Voucher validity date is within the same month for which it has been issued.
7. Fiscal receipt issued should bear a date showing the month identical to the month valid on the voucher. Responsibility to check the validity date of the Vouchers stays with the Operators. Only valid Vouchers attached to valid fiscal receipts will be accepted and processed for payment.
8. An original copy of the fiscal receipt clearly indicating that the items purchased are 'Gluten Free' is to be issued and attached to the Original Voucher and presented at the POYC offices for reimbursement by using an established procedure.
9. Operators should present redeemed vouchers together with the fiscal receipts attached not earlier than the month following the redeemed vouchers' valid month.
10. POYC offices will check and process valid Vouchers received within the next two following months.
11. A remittance showing settlement details will be posted directly to the Operator which will be followed by a Treasury settlement soon afterwards.
12. Operators must provide monthly availability of products together with their selling price when submitting their Request for Participation. The documentation is to be attached with the Request for Participation through the online form.

Settlement Process:

Registered retailers through the RFP will be requested to present cashed Voucher/s by the following month to the POYC Unit's Offices. Original copies of both Voucher/s and Fiscal receipt/s showing the items purchased are to be attached to an Application Form which will be provided to all participating retailers at a later stage.

The details on the form must tally with the data inputted by the Operator through a Web Interface that will be developed for this purpose. Only original copies of the Vouchers and the Fiscal receipts will be accepted. Settlement to Retailer in respect of the vouchers presented will be processed by the POYC offices within 60 days from the last day of the month when the voucher/s are received by POYC Offices. Payment by Treasury will be processed sometime afterwards.

E.G. Vouchers for JANUARY will be received at POYC Offices by the end of FEBRUARY. Payment Vouchers will be processed by POYC Offices by the end of APRIL. Remittance by Treasury to Retailers is expected to reach Retailers by mid-MAY.

Instructions to Interested parties

Requests to participate are to be submitted through the online form available on the CPSU Website and shall, **at least** include the following information:

- Full name of Service Provider,
- Address of Service Provider,
- Full name of contact person,
- Contact Telephone Number / Mobile Number & Fax Number,
- E-mail Address,
- VAT number.

Service providers who have already submitted their application through the previous calls need NOT re-apply but they will have to re-align themselves with any revisions accordingly. Thus, they will receive a copy of the New Service Level Agreement which is to be signed in order to allow the service provider to continue participating in the scheme.