**HQ191 - Questions & Answers - Online Store**

**1. Are there any specific products you would like us to bid on?**

Our priority products are apparel and office basics; e.g. t-shirts, ballcaps, vests, lanyards, coffee mugs, pens, notebooks.

**2. What is the average order size? Is this program designed for single item purchasing or bulk orders?**

Most orders range between $100–1000 US (based on at-cost pricing), but the ability to place very small orders is important for some of our teams.

**3. What is your estimated annual spend in this space?**

$20,000–$50,000 US.

**4. Do you carry any pre-branded inventory in your exciting program?**

We have supplied our current vendor with inventory of products that they are not set up to produce, e.g. enamel lapel pins and lanyards. These cases are very much outliers, but the ability to work around production limitations like this is preferable.

**5. Do you want us to complete the Price Offer Sheet with products we suggest?**

That would be helpful if possible, with a focus on apparel and office basics; e.g. t-shirts, ballcaps, vests, lanyards, coffee mugs, pens, notebooks.

**6. Are you looking for a cost-plus pricing model?**

There is no profit motive and the store is internal only. All products will be offered to our teams/employees at Mercy Corps’ cost.

**7. Do you want inventory in each of the 40 countries or, at least, regions? Please advise core regions. Or, will merch ship out of US?**

Shipping out of the US. International shipping should be via DHL, unless the vendor has a more economical method. If shipped via DHL, then charges should be billed directly to the Mercy Corps account.

**8. Do you expect vendor to own the merchandise and if so, is there a buy-back clause? Please detail.**

That is not an expectation.

**9. When do you want to go live?**

The goal is to launch on July 1, 2021.

**10. What is not working with your current relationship?**

We are primarily searching for a vendor who offers a streamlined, modern interface with a simple user experience. Consistent, high quality products are also top of mind.

**11. What is the anticipated annual spend of branded merchandise through the store and through non-store custom campaigns?**

$20,000–$50,000 US. Non-store custom campaigns are not part of this RFP’s scope but could be considered in the future.

**12. How will the store be used (HR/Development/Marketing/Retail for rev gen/all of the above)?**

Store’s purpose is to centralize and ease supply of branded merchandise to individual teams, allowing them to independently procure items according to their needs. Primary focus is on program and support teams in the countries we work, in order to increase their visibility and security while working in the field. No retail activity at all—internal use only.