

Frequently Asked Questions for Direct Procurement

1. How can a request for item availability be submitted through direct procurement?

The request is submitted via the RFQ service on the e-Marketplace platform. It is then urgently processed through direct procurement and added to the e-Marketplace platform to meet the needs of healthcare entities and other organizations.

2. How can a request be submitted through the RFQ service?

The request must be submitted with a justification, provided that the item is not available through ongoing tenders on the e-Marketplace platform. It will then be urgently processed through direct procurement.

3. What is the delivery timeframe for items?

The delivery period ranges from 30 to a maximum of 90 days, except for life-saving or urgent items, where the procurement terms are adjusted to a maximum of 30 days.

4. Can the customer review price offers?

The technical evaluation is conducted by the customer, while the financial evaluation is carried out by NUPCO.

5. Can the customer specify a particular product?

Yes, provided that the product is for a closed-system device and has passed both technical and financial evaluations.

6. Can a request be resubmitted after being canceled due to a lack of price offers or technically unacceptable offers?

Yes, the request can be resubmitted, and the item can be reissued for bidding.

7. If a supplier fails to deliver, is an alternative provided?

Yes, procurement will be secured at the supplier's expense, and alternative offers will be provided for the required items.