

Frequently Asked Questions – Tenders

What are the stages of evaluating bids in NUPCO's unified procurement tenders?

Bid evaluation goes through the following stages:

- Bid Opening Committee: An independent committee for each tender, consisting of NUPCO members.
- Technical Evaluation Committee: An independent committee for each tender, consisting of NUPCO members, participating healthcare entities, and regulatory bodies such as the Saudi Food and Drug Authority (SFDA) and the Local Content Authority.
- Bid Review Committee: A committee comprising NUPCO members and regulatory bodies involved in the tender. This committee may also handle the technical evaluation in collaboration with key participating healthcare entities.

For medical equipment projects, will the tender be awarded to a single supplier or multiple suppliers?

- According to the general tender conditions, NUPCO reserves the right to split the award of an item or group among multiple suppliers if doing so serves the best interest of NUPCO or government healthcare entities, as per Article (12) of the General Terms and Conditions

What is the timeline for NUPCO tenders?

- The timeline varies based on the size of each tender, typically ranging from 3 to 6 months for committee evaluations and the initial tender announcement.
- To view the updated unified procurement tender plan, visit:
nupco.com/خطة-منافسات-الشراء-الموحد-المحدثة-للع

When will delayed tenders announced on the website be published?

- All tenders are updated on NUPCO's website in coordination with government healthcare entities based on demand.

Is there a dedicated email for objections?

- Objections should be submitted by sending all required documents to the competition email listed in the tender documents.

How can the tender participation fee be refunded if NUPCO cancels the tender or specific items affecting the ability of companies to submit offers?

- Refunds are processed directly to the registered bank account in NUPCO. Follow-ups can be made by sending an email to the competition email listed in the tender documents. (English) confirming the approval of your registration.

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Are there specific percentages for price increases or reductions in awarded contracts?

- Please refer to the tender conditions and contract templates for details on this matter.

When will the preliminary results be announced?

- After the completion of the technical and financial evaluation phases. The timeline depends on the size and specialty of each tender, generally within 4 to 8 weeks.

How can refunds be processed for disputed items?

- Please refer to the tender conditions, which provide details on the refund process.

Will the tender be awarded to a single company? What impact does this have on other companies?

- NUPCO selects suppliers based on multiple factors, including:
 - The needs of its customers.
 - Availability of those needs from different suppliers.
 - Standard supplier evaluation criteria such as pricing, delivery time, and service quality.
- NUPCO ensures transparency and equal treatment for all suppliers. Additionally, NUPCO reserves the right to split the award of an item or group among multiple suppliers if doing so benefits NUPCO or government healthcare entities, as per Article (12) of the General Terms and Conditions.

Does the contract include maintenance for medical equipment? Is the supplier required to provide a warranty period?

- For medical equipment purchases, NUPCO ensures that the tender documents specify the required warranty duration and spare parts availability conditions. The contract terms and conditions include provisions for equipment warranty and maintenance based on the agreed-upon warranty period and maintenance mechanism.