

Frequently Asked Questions – Tenders

Can the invoice payment deadline be extended after the objection period?

No, the objection period cannot be extended, as it would violate the General Terms and Conditions of the Tender (refer to the Objections Clause in the tender document).

After paying the objection invoice, can the supplier submit additional objections and pay another invoice?

According to current policies and procedures, a company can pay only one objection invoice per tender.

How can a bidder obtain the Economic Participation Commitment Form?

All tender-related documents and attachments can be accessed through the SRM system or the official email notification sent for each tender.

Can a supplier view the list of tendered items and their details?

Yes, suppliers can view the list of tendered items and their initial quantities on the official website www.nupco.com. However, detailed specifications for medical devices are available only within the tender document and can be accessed after participating in the tender.

What is the process for purchasing the tender document?

- The supplier must be registered and qualified with NUPCO.
- The tender document can be purchased through NUPCO's official website: www.nupco.com.
- The payment must be completed via the Esaal payment service.

What are the submission deadlines for bids?

- The official tender announcement on www.nupco.com includes the submission deadline and the bid opening date and time.
- Late submissions will not be accepted.

In medical equipment projects, is the tender awarded to a single supplier or multiple suppliers?

According to the General Terms and Conditions, NUPCO has the right to split the award of a single item or group of items among multiple suppliers if it benefits NUPCO or government healthcare entities (Article 12 of the General Terms and Conditions).

What is the expected timeline for NUPCO tenders?

The timeline varies depending on the size of the tender. The estimated period from the start of evaluation to the preliminary announcement is 3 to 6 months.

To view the updated Unified Procurement Plan, visit: [NUPCO Tender Plan](#)

How do I register to participate in NUPCO tenders?

Suppliers must register through the official website: www.nupco.com and complete all required information.

Are the required forms and commitments available in both Arabic and English?

Yes, all registration forms and commitments are available in Arabic and English.

How long does it take for NUPCO to review and process supplier registration requirements?

If all required documents are submitted correctly, the review process takes a maximum of 5 business days.

When will delayed tenders listed on the website be announced?

All tenders are updated on the NUPCO website in coordination with government healthcare entities, based on demand and necessity.

Can suppliers access previous tender award prices to improve their offers?

Currently, according to NUPCO's policies and procedures, previous tender prices are not available.

How can I obtain a Monshaat (SME) Certificate, and where should I upload it?

Product evaluation is conducted by the Technical Committee of the tender, based on:

- Matching the technical specifications with the submitted catalog or product.
- Compliance with the General and Special Tender Terms.
- Submission of samples (if required) within the specified 3-day period in the tender document.
- Providing reference experiences from recognized healthcare sectors.

How can I obtain a Monshaat (SME) Certificate, and where should I upload it?

The Monshaat Certificate is issued by the General Authority for Small and Medium Enterprises.

It can be uploaded via the SRM system when applying for NUPCO tenders.

How does NUPCO verify that a Monshaat Certificate is sufficient instead of a bid bond?

Uploading a valid Monshaat Certificate when submitting a bid confirms that NUPCO accepts it as an alternative to the initial bid bond.

Does a local manufacturer's certificate exempt a supplier from submitting a bid bond?

Yes, according to current NUPCO policies and procedures, a valid local manufacturer's certificate is accepted in place of the initial bid bond.

Is there an alternative way to purchase tenders if online payment fails?

Yes, after NUPCO's approval, the company must send an email to the competition's designated email (listed in the tender documents) explaining the system failure. The payment can then be transferred to NUPCO's bank account, and the payment receipt must be sent to the competition's email, including the company name and registered supplier number. The supplier will be notified once the process is completed and they are allowed to access the competition.

Does NUPCO invite company representatives to attend the bid opening committee?

Yes, a remote invitation is sent to all participants in the competition to attend the bid opening meeting, and results are shared with all participating suppliers.

Can the company submit the bank guarantee and the cover letter on the same day as the bid opening committee?

According to the general tender terms, the original bid bond must be submitted within three days from the bid opening date. Failure to do so allows NUPCO to disqualify the bid.

Can the company release the initial bid bond before the preliminary awarding announcement?

No, the bid bond cannot be released during this period unless a Monshaat (SME) certificate is submitted after bid opening. The request will then be reviewed by NUPCO.

Can the company withdraw from the competition before awarding?

Yes, but withdrawal procedures will be applied according to the general tender terms, specifically Clause 29: Bid Withdrawal.

Is it possible to request a refund for the tender purchase fee before the competition results are announced?

No, the fee is only refunded if NUPCO cancels the competition.

What happens if the company is unable to provide the required sample?

Refer to Clause 34 in the tender terms, which states that samples must be ready for submission to the technical committee within three days upon request. NUPCO reserves the right to disqualify any bid if the sample is not provided on time.

Can the company retrieve the submitted sample after the committee's evaluation?

Clause 34, paragraph 7 states that NUPCO has the right not to return samples at its discretion. If samples are returned, NUPCO is not responsible for any damage or changes due to testing.

How can a company object to the preliminary results?

Refer to Clause 38 in the tender terms regarding objections and appeals.

Is there a specific email for submitting objections?

Yes, objections must be sent via email to the competition's designated email (listed in the tender documents) along with all required documents.

What is the deadline for submitting objections to preliminary results?

Objections must be submitted within five (5) working days from the date of notification of preliminary results. NUPCO's decision is final.

What is the objection fee for a group of items?

A fee of SAR 3,750 plus VAT is required for each item or group of items being objected to. Payment is made via the E-Receipt service within the specified objection period. If the objection leads to a change in the evaluation results, the amount will be refunded; otherwise, it will not be reimbursed.

Why aren't preliminary results published online with pricing?

As per NUPCO's policies, final results (excluding prices) are published on the NUPCO website. The results, including pricing, are sent via email to participating companies.

How long does it take to review and respond to objections?

It typically takes 2 to 4 weeks, depending on the number and complexity of objections.

How can a refund be processed if NUPCO cancels the competition or certain items?

The refund is automatically processed to the supplier's registered bank account. Companies can follow up by emailing the competition's designated email.

How can a refund be requested for a payment error?

A refund request must be submitted via the competition's designated email for review.

How can the initial bid bond be released?

To release the bid bond:

1. Send an official release request to the competition's designated email for suppliers who were not awarded the tender.
2. If awarded, submit the final performance guarantee to NUPCO or the benefiting entity and send a copy to the competition's email.

How can companies contact NUPCO's technical specialists regarding technical specifications?

By emailing the competition's designated email listed in the tender documents.

How can companies receive updates or modifications to competition specifications?

Any updates or extensions will be communicated to all participating companies via email and published on the NUPCO website.

Does the objection fee include VAT?

No, VAT must be added separately to the objection fee.

Are there fixed rates for contract amendments (increases or reductions)?

Refer to the tender terms and contract documents for details.

Can a company submit a bid after the deadline?

No, late submissions are not accepted.

What should a company do if it encounters issues uploading files to the system?

Contact the competition's designated email in advance for technical support.

What is the deadline for submitting bids on the SRM system?

Refer to Clause 27 in the tender terms for submission deadlines specified in the competition announcement.

Is a company representative required to attend the bid opening session?

Attendance is optional. A copy of the bid opening report will be sent to all participating companies.

Can companies obtain the bid opening report?

Yes, the report is sent via email to all registered suppliers.

Can companies access the pricing of submitted bids?

NUPCO only discloses the total bid value for each company during bid opening.

Should VAT be included in bid prices?

Unit prices should be submitted excluding VAT, which must be detailed separately in the SRM system under the remarks section or cover letter.

What happens if the initial bid bond is not submitted on time?

Failure to provide the bid bond within the required period (Clause 25) results in bid disqualification.

When are the preliminary results announced?

Preliminary results are announced after completing the technical and financial evaluation, usually within 4-8 weeks, depending on competition size and complexity.

How can companies access preliminary results?

Preliminary results are published on NUPCO's website and sent via email to participating companies.

Do small businesses need to submit a physical cover letter?

No, small businesses can upload the cover letter and Monshaat certificate electronically.

Is there a fixed timeframe for government entities to issue purchase orders?

No, it varies based on the procedures followed by each government health entity.

When will awarded companies be notified of final quantities?

Companies are notified as soon as NUPCO receives the final quantities from government health entities.

What government entities does NUPCO handle contracts for?

Currently, NUPCO manages contracts for:

- Ministry of Health
- Armed Forces Medical Services
- Public Universities
- Security Forces Medical Services
- Royal Commissions
- King Saud Medical City
- King Fahad Medical City

How can companies obtain purchase orders from NUPCO?

Through the Supplier Relationship Management (SRM) system or the Unified Procurement Department at NUPCO.

What is the SUS Program?

SUS is a platform for managing financial transactions between suppliers and NUPCO's finance and contracts departments.

Can a company recover the objection fee?

Yes, the fee is refunded only if the objection leads to a change in the evaluation results. Otherwise, it is non-refundable.

How should bids be submitted?

Bids must be submitted electronically through NUPCO's system. The original cover letter and bid bond must be submitted within three working days of bid opening. Small and medium enterprises (SMEs) are only required to upload them electronically.

What Should Be Included in the Bid Bond?

The bid bond must be 1% of the total bid value, addressed to the National Unified Procurement Company (NUPCO). It should be valid for no less than 90 days from the bid opening date.

Is It Required to Submit Samples with the Bid?

Samples must be provided as specified in the general and special tender documents and the specifications of each competition. Clause No. 34 states that the sample must be ready for submission to the technical committee within three days of the committee's request. NUPCO reserves the right to disqualify the bid if the required sample is not delivered on time.

When Visiting Healthcare Facilities, Do Participating Companies Need Contact Numbers for Guidance?

Companies can usually contact government healthcare facilities to request the relevant contact details for site guidance regarding the items to be installed.

Is It Possible to Postpone Competitions?

A competition may be postponed after reviewing the request and confirming that postponement is necessary. This is applicable if there are significant concerns requiring rescheduling or if a large number of participating companies request an extension due to the inability to submit their bids on time.

When and Where Are the Initial and Final Results Announced?

Initial results are announced after completing the technical evaluation and bid review. They are published on the NUPCO website and sent via email to the participating suppliers. Final results are sent directly to participants via email.

Will the Competition Be Awarded to a Single Company? How Does This Affect Other Companies?

NUPCO considers several factors when selecting the supplier, including customer requirements, available suppliers, pricing, delivery times, and service quality to ensure fairness and transparency. NUPCO also reserves the right to split the award for a single item or group among multiple suppliers if this serves the best interests of NUPCO or government healthcare facilities, as per Clause No. 12 of the General Tender Conditions.

Does the Contract Include Maintenance for Medical Equipment? Is the Supplier Required to Provide a Warranty?

For medical equipment procurement contracts, NUPCO specifies the required warranty period and conditions for providing spare parts within a specific timeframe in the tender documents. The contract terms and conditions mandate maintenance and warranty coverage as per the agreed period.