



Adding years of healthy life

SUPPLIER INFORMATION BOOKLET



*Doing Business with
National Healthcare Group
Group Purchasing Office*

❖ Objective of the Booklet

This guide serves to enable new and current suppliers of National Healthcare Group (NHG) to be familiarized with our procurement policies so as to bid successfully for our projects.

❖ Group Purchasing Office (GPO)

NHG GPO was formed in October 2002 to actively review cluster procurement strategies. GPO seeks to obtain maximum value for each dollar, to acquire goods and services without prejudice and to develop relationships with our suppliers, which not only assure us of competitive prices but also protect us against interruption of supply.

Our Tagline

GPO - Group Purchasing Office is also known as "**Generating Positive Outcomes**". The foundation of the tagline revolves around the acronym of GPO which meaningfully transformed into Generating Positive Outcomes. This tagline reflects our team strong commitment, philosophy and underlying desire to maximize the outcome of our procurement activities. It also aims to provide the necessary gel to bind our cluster with a common sense of mission.

Our Core Values

Positive attitude
Alliance with partners
Soundness of decision
Sensitivity to user's needs
Integrity
Open to new ideas
Never stop learning

Our Mission

To purchase goods and services at the right quality, right price and right delivery through better supply chain management.

Our Roles

GPO works jointly with the rest of the NHG institutions¹ to identify key areas where centralized purchasing gives us better procurement options through demand aggregation, product standardization and switching to cheaper alternatives without compromising clinical practices.

GPO also acts as the central contact point for suppliers to introduce their products, services and technologies that may benefit NHG and its institutions and help achieve the most cost effective solution as a result of new market and technological advances. Contracts are managed centrally and all vendors are given equal opportunity to work with us.

¹ *Contracts established under GPO can be for any of the following institutions: Alexandra Hospital, Khoo Teck Phuat Hospital, National University Hospital, Jurong Medical Centre, Tan Tock Seng Hospital, Institute of Mental Health, NHG Corporate HQ, NHG Polyclinics, NHG Pharmacy, NHG Diagnostics, National Skin Centre and other NHG subsidiaries. For full listing, please visit our corporate website at <http://www.nhg.com.sg>.*

Contents	Page
Governing Procurement Guidelines and Ethics	5
Doing Business with Us	6
Our Procurement Process	7
Becoming NHG preferred Supplier	9
Contact Information	10
Frequently Asked Questions (FAQ)	11
How Can You Help Us Help You?	12

❖ Governing Procurement Guidelines and Ethics

NHG procurement professionals are committed to the following principles:

- (i) Fair Competition
Our bidding processes will guard against favoritism and all qualified suppliers are allowed an opportunity to participate.
- (ii) Transparency
The procurement tools adopted are made clear to all suppliers to help them understand how we buy our goods and services. Information such as purchase requirements, terms and conditions and our expectations in service delivery will be made clear to all suppliers upfront.
- (iii) Total Cost of Ownership
Evaluation of suppliers' offers will be based on total cost of ownership and not based solely on price. It may include factors such as after sales support, compliance to other terms, maintenance cost, service delivery, ease of use and overall reliability.

All procurement professionals exercise impartiality towards all vendors and will abide by the procurement policies set forth. At NHG, we place great emphasis on conducting our procurement practices in a fair and ethical manner.

NHG procurement professionals will respect and attempt to hold information in confidence about supplier products, pricing and ideas, except when otherwise mandated by law or government regulations. NHG expects the same level of commitment from our suppliers.

❖ Doing Business with Us

Suppliers who wish to conduct business with NHG are to register in our Suppliers' Web Database via <http://gpo.nhg.com.sg/register.aspx>. Once your record is with us, you will receive email notifications alerting you to new RFPs as well as other procurement-related updates. Procurement professionals in NHG will also be able to view your company record and contact you should you have relevant products that they are looking for.

From the GPO website (<http://gpo.nhg.com.sg>), suppliers can also access other useful information such as recent awarded contracts, our yearly purchasing plans, contact information for GPO as well as institutions' MMD members and our standard terms and conditions for various types of contracts.

For RFPs involving disclosure of sensitive information pertaining to NHG businesses, vendors will be required to sign a Non-Disclosure Agreement (NDA). To know if you need to sign an NDA prior to each RFP, please refer to particular RFP notice posted for details. Each NDA signed with NHG will be valid for the next 5 years from date of signing.

The standard terms and conditions for the following classes of purchase are:

Goods and Services	: SCC.3
IT Contracts	: SCC.5
Renovation Works	: SCC.1

Copies of the above documents could be found on the website and these terms and conditions will be applicable to all purchases made by NHG.

We welcome suppliers to introduce your products by scheduling an appointment with us. Information we require includes brief introduction to your company, products available and a list of your existing customers.

❖ Our Procurement Process

For goods and services that are identified for consolidated purchase, procurement will be done through the Group Purchasing Office where a cluster contract will be established for all institutions to draw from. A full listing of the categories of goods and services purchased under GPO is listed on GPO website.

There will still be categories or goods and/or services that are procured directly by the respective Materials Management Departments (MMD) of individual institutions. For those categories of goods and/or services, please contact the managers of the institutions directly. See GPO website for their contacts.

Procurement Tools

Depending on the total purchase value, we adopt the following procedures in our procurement process:

1. Purchases not exceeding \$100K (inclusive) - Request for Quotation (RFQ)
2. Purchases exceeding \$100K - Request for Proposal (RFP)
3. Other Tools that may be Adopted – Reverse Auction

1. Request for Quotations

Vendors may submit their quotations via email to requesting purchasers. There is no need to submit through the RFP submission box. Submissions are not time-sensitive.

2. Request for Proposals

In all RFPs, vendors have to submit their proposals in tender boxes indicated on the RFP document. Vendors have to pay SGD\$30 to initiating institutions to purchase the RFP document. Late submissions are strictly not accepted for

RFPs. For other requirements specific to each RFP, please refer to the RFP document purchased. Submissions are time-sensitive.

All open RFPs notices will be posted on GPO website for products and services that are procured through GPO. For institutions' own purchases, the notices will be posted on their own institutions' websites. You may link to institutions' tender web-pages via GPO website.

Reverse Auction

Should the reverse auction option be used for a particular RFP, vendors will be informed at the start of the RFP exercise.

Evaluation Process

An Evaluation Committee comprising procurement professionals and representatives from user departments and technical specialists will evaluate your offer. Other than pricing, the committee will also evaluate if your offer complies with the requirements, conditions and specifications stipulated in the RFP document.

The offers will be evaluated based on the total cost of ownership which includes factors such as prices, quality, efficiency, direct and indirect costs and benefits. The committee may choose to negotiate with short-listed vendors before the final award recommendation.

The committee will then recommend awarding the RFP to one or more short-listed vendors. The committee can also recommend not to award or void the RFP on a case by case basis when there are substantial justifications.

Award/Non-Award of RFP

The award results will be published on GPO website for 3 months from the date of award.

❖ Becoming NHG's preferred supplier

Suppliers must demonstrate that their products and services are competitively priced. In addition, we want proactive suppliers who can offer innovative ideas and suggestions that can help us generate cost savings through economies of scale and increase the value of our operations while lowering our cost of acquisition and ownership.

Once included in our field of suppliers, your continuing share of future businesses will depend on your ongoing commitment to offering products and services that meet these goals.

Suppliers are to inform us of any new products, services or any upcoming trends in the market as soon as such information, technology or process is available.

We view our suppliers as vital partners in meeting our needs and expectations in terms of providing premium quality products, reliability, on-time deliveries, long term technical support and the flexibility in meeting our changing needs.

❖ Contact Information

Please contact the following staff from NHG Group Purchasing Office should you require any clarifications and/or queries pertaining to this guide or procurement process in NHG:

Name	Designation	Contact
Ms Geraldine Yeo	Deputy Director	6496 6880
Ms Dawn Tan	Assistant Manager	6496 6881
Ms Susanti	Executive	6496 6883
Ms Karen Ong	Executive	6496 6879
Ms April Xu	Executive	6496 6882
Carol Peh	Purchasing Coordinator	6496 6884

We will be glad to assist you.

❖ Frequently Asked Questions

1. Do I have to be registered with NHG Suppliers' Web Database before being allowed to participate in RFP?

No, you do not have to. However, registering with us brings many benefits such as notification of new RFP via email. Refer to FAQ page on GPO Website for more benefits of registering with us (<http://www.gpo.nhg.com.sg/faq.htm>)

2. How do I register with NHG Suppliers' Web Database?

You may register via this webpage (<http://gpo.nhg.com.sg/register.aspx>). Registration is free.

3. Does NHG follow government procurement procedures?

No, NHG procurement procedures are governed by our own procurement policies.

4. Are NHG RFPs posted on GEBIZ website?

No, you can only view NHG RFPs on GPO Website.

5. Do I have to be registered as a GeBIZ Trading Partner to participate in bidding with NHG?

No, you do not have to.

6. Must I be certified with EPPU and/or BCA to take part in our bidding?

The specific requirements of each RFP differ. You will need to check with the person-in-charge for each RFP which you wish to take part whether the above certifications are required.

❖ How can You Help Us to Help You ?

1. Register yourself through the Suppliers' Web Database so as to receive the latest updates available.
2. If there are changes to your company – new address, phone number, sales executive etc., please update your information with us immediately through email and update your record to avoid missing opportunities.
3. Tell us if any product can be improved, to provide a better performance, lower total cost of ownership or longer product life.
4. Keep your record with us updated with the current contact person, latest catalogues and product offerings at all times.
5. Keep us informed of back order situations, plant closures, impending shortages or strikes and other situations that might jeopardize the continuity of supply in the hospitals here.
6. Follow through on orders to ensure delivery as promised and conduct business with utmost integrity.