

SUPPLIER INFORMATION BOOKLET



**Doing Business with
National Healthcare Group
Group Purchasing Office**

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Section 1 Introduction

Objective of the Booklet

This booklet serves as a guide for new and current suppliers of National Healthcare Group (NHG) to get familiar with NHG Group Purchasing Office procurement policies so as to bid successfully for our projects.

Group Purchasing Office (GPO)

NHG GPO has been set up since October 2002, to actively review and develop institutional and cluster procurement strategies and workstreams. 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.

GPO 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 Vision and Mission

GPO's vision is to be the leading Procurement team in the healthcare industry, to deliver the best value for our institutions and patients.

Our mission is about "Purchasing goods and services at the right quality, right price and right delivery through better supply chain management." We are committed to provide cheaper, better, safer and faster services to the NHG institutions and other healthcare partners.

We strive to generate positive outcomes with every of our purchases. We strongly believe in the benefits and values of working collaboratively with our suppliers as partners to arrive at the best solutions/processes that will benefit everyone.

Our Roles

GPO works collaboratively with the rest of the NHG institutions¹ to identify key sourcing opportunities where centralised purchasing gives us better procurement options through demand aggregation, product standardisation 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 suppliers are given equal opportunity to work with us.

Note 1

¹ *Contracts established under GPO can be for any of the following institutions:, NHG and its institutions (Tan Tock Seng Hospital, Institute of Mental Health, NHG Polyclinics, NHG Pharmacy, NHG Diagnostics, National Skin Centre), and other participating agencies (National University Hospital, Alexandra Hospital, Khoo Teck Puat Hospital, Integrated Health Information Systems, Agency of Integrated Care). For full listing, please visit our corporate website at <http://www.nhg.com.sg>.*

Section 2 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 suppliers 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.

Section 3 Doing Business with Us

Suppliers who wish to conduct business with NHG are to register in our Suppliers' e-Portal via <http://www.gpo.nhg.com.sg/>. Once your record is with us, you will receive email notifications alerting you to new RFQs/ 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' Material Management Department members and our standard terms and conditions for various types of contracts.

For RFPs involving disclosure of sensitive information pertaining to NHG businesses, suppliers 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:

Renovation Works	: SCC.1
Goods and Services	: SCC.3
IT Contracts (IT System, IT Hardware & IT Software)	: SCC.5

The above documents could be downloaded on GPO website and these terms and conditions will be applicable to all purchases made by NHG.

Section 4 GPO 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 sample list of the categories of goods and services purchased under GPO is listed on GPO website.

There will be goods and/or services that are procured directly by the respective Materials Management Departments (MMDs) of individual institutions. For those categories of goods and/or services, please contact the managers of the institutions directly. Please refer to GPO website for the Institutional MMDs contact details.

Procurement Tools:

1. Request for Quotations

RFQ is generally for purchase value below \$100,000. Suppliers may submit their quotations via email to requesting purchasers or via GPO submission boxes as detailed on the quotation documents.

2. Request for Proposals

RFP is generally for purchase value above \$100,000. Suppliers have to submit their proposals in GPO submission boxes indicated on the RFP documents. Suppliers have to pay SGD30 to the initiating institutions to purchase the RFP document. It is important to adhere strictly to the timeline of the RFP. Late submissions are strictly not accepted.

All open RFP 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.

3. Reverse Auction

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

Section 5 Evaluation Process

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

The proposals 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 suppliers before the final award recommendation.

The committee will then recommend awarding the RFP to one or more short-listed suppliers. 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 Notices

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

Section 6 Becoming NHG's preferred supplier

Suppliers must demonstrate that their products and services are provided at competitive prices. Suppliers should be proactive in proposing innovative ideas and ways to assist NHG to reduce cost through economies of scale, product standardisation and lower the cost of acquisition and ownership.

Suppliers' share of future businesses will depend on your ongoing commitment to offering products and services that meet these goals. Suppliers are to inform GPO of any new products, services and upcoming trends in the market.

We view our suppliers as vital partners in meeting our changing needs and expectations in terms of providing:

1. Premium quality products and services
2. Reliable and on-time deliveries
3. Reliable maintenance and technical support
4. Flexibility in customising to our needs
5. Ways to lower total cost of ownership
6. Product Innovation
7. Process Improvement

Section 7 Frequently Asked Questions

1. Do I have to be registered with NHG Suppliers' e-Portal 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/ RFQ via email. To register with us, please access GPO Website at <http://www.gpo.nhg.com.sg/>

2. Does NHG follow government procurement procedures?

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

3. Are NHG RFPs/ RFQs posted on GEBIZ website?

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

4. Do I have to be registered as a GeBIZ trading partner to participate in bidding with NHG?

For general goods and services, you do not have to be registered as a GeBIZ Trading Partner to participate in NHG's projects. For IT related RFP, where EPPU financial grade may be stated as an eligibility criteria, you will have to register with GeBiz. For more information about GeBiz, you can refer to www.gebiz.gov.sg

5. 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.

Notes:

* EPPU : Expenditures and Policies Procurement Unit ** BCA : Building & Construction Authority

Section 8 Keeping in Touch

Register with us

You are encouraged to register with us via Suppliers' e-Portal in order to receive the latest updates and upcoming projects.

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. It is important to keep your record with us updated with the current contact person, latest catalogues and product offerings at all times.

Introductory Meeting

We welcome suppliers to schedule an appointment with us, to introduce their products and services. The meeting agenda should include a brief introduction of your organisation, available products and services and a list of your existing customers.

Contact us

For further information, you can contact us through following address & website:

GPO Website: www.gpo.nhg.com.sg
Address: NHG GPO office
6 Commonwealth Lane
#06-01 GMTI Building
Singapore 149547
Email: gpo@nhg.com.sg
Fax: +65-6496 6870