



GENERAL AUTHORITY FOR HEALTH SERVICES
FOR THE EMIRATE OF ABU DHABI

GENERAL AUTHORITY FOR HEALTH SERVICES

Supplier Handbook

Version 1

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WELCOME MESSAGE

Thank you for your interest in establishing a business relationship with the General Authority for Health Services (GAHS) for the Emirate of Abu Dhabi. With annual purchases exceeding several hundred millions of dirhams for supplies (pharmaceuticals, consumables, and equipment) and services, the GAHS is actively committed to securing responsible suppliers and contractors who can supply our needs promptly, economically, and in the desired quality and quantities.

This handbook is intended to introduce you, our potential and existing suppliers and contractors, to our Purchasing and Materials Management Policies and Procedures. It is being provided to you as a simple, yet indispensable reference – to direct and guide you on how to successfully conduct business with us.

Included within the handbook is an overview of our purchasing process, responsibilities, and standard source selection methods. Also included in this handbook are the procedures and requirements related to submitting tenders, delivering supplies, introducing new products, offering promotional items, and other important transactions. To demonstrate our commitment to establishing successful relationships with our suppliers, we have also included a section on supplier relationship management in this handbook.

Through this handbook, we can identify suppliers and contractors who share our commitment to high quality products and services and who follow our rules and regulations, and work to develop strong relationships with them through mutual professionalism, fairness and openness.

We expect all of our suppliers and contractors to ensure that the prices and services offered to the GAHS and the Medical Regions are *uniform* and *consistent* regardless of the location.

We encourage you to read the entire handbook, and welcome any feedback or questions.

Saif Al-Qubaisi
Director - Support Services Division

DISCLAIMER

This handbook is offered for guidance purposes only and does not replace the approved GAHS Purchasing and Materials Management Policies and Procedures or the specific specifications, terms or conditions in the respective GAHS tender document.

When encountering a conflict between this handbook and the GAHS Purchasing and Materials Management Policies and Procedures, the GAHS Purchasing and Materials Management Policies and Procedures shall prevail. For conflicts between this handbook and the tender documents, the specific tender documents specifications, requirements, and terms and conditions, shall prevail.

This handbook is kept up to date through routine revisions. The GAHS reserves the right to make modifications to this handbook by publication of a revised edition without prior notice. Such modifications will become effective on the date of issuance.

TELEPHONE DIRECTORY

	Telephone No.	Fax No.
General Authority for Health Services (GAHS)		
Support Services Director	02-419-3330	02-449-4047
Procurement Manager	02-419-3329	02-444-3125
Procurement Department	02-419-3329	02-444-3125
Abu Dhabi Island Region - SKMC		
Support Services Manager	02-6103369	
Purchasing Section – Head	02-610-3518	02-610-4532
Purchasing Section	02-6103212	02-610-4532
Material Management Section – Head	02-610-2298	02-610-4298
Materials Management Section	02-610-2286	02-610-4298
Pharmacy Stores	02-610-2161	02-610-2151
Central Warehouse (Shipper/Receiver)	02-673-3024/25	02-673-3026
Middle Region – Mafraq Hospital		
Purchasing Section - Head	02-501-1857	02-501-2233
Purchasing Section	02-501-2028/ 501-1856	02-501-2233/ 501-1166
Store Manager	02-501-1154	02-582-5873
General Stores	02-501-1264	02-582-5873
Central Stores	02-501-1259	02-582-5873
Al Darwish Store	02-4448700	02-444-4204
Drug Stores	02-501-1261/ 501-2161	02-582-5873
Receiving Section	02-501-1482	02-582-5873
Western Region		
Purchasing Section	02-884-6888	02-884-8311
WRMS Stores	02-884-6888	02-884-8311
Medicine Stores	02-884-6888 ext. 212/284	
Sundries, Instrumentals	02-884-6888 ext. 285	
General & Lab Stores	02-884-6888 ext. 287	
Eastern Region – Tawam Hospital		
Support Services Manager	03-707-5480/481	03-767-2649
Purchasing Section	03-707-5480/481	03-767-2649
Materials Management Section	03-721-4017	03-721-8936

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ABOUT THE GAHS

The General Authority for Health Services (GAHS) was established to provide high quality healthcare services to the Emirate of Abu Dhabi in accordance with international standards. To ensure coverage of all residential areas, the Emirate was divided into four medical regions: Abu Dhabi Island Region, Middle Region, Eastern Region and Western Region. The GAHS acts as a regulatory body overseeing the four medical regions to ensure that its mission is met. To learn more about the GAHS please visit the GAHS website: www.health.ae.

Note: For the purpose of this handbook, the term 'GAHS' will be used to refer to both the GAHS and the Medical Regions.

PURCHASING PROCESS OVERVIEW

Overview of the Purchasing Process

The main objective of the purchasing function is to procure (buy or lease) or sell high quality supplies and services at the most economical prices, while complying with established UAE laws and approved GAHS policies and procedures. The GAHS recognizes and values the services offered by its suppliers and contractors. Accordingly, the GAHS wishes to establish and maintain longstanding, successful business relationships with those suppliers and contractors.

To achieve the above objective, the Purchasing function:

- Makes every effort to obtain the best value for its expenditures.
- Takes into account quality, cost, and delivery lead time when evaluating supplier bids.
- Strives to provide the GAHS with quality products and timely service that allows them to fulfill their obligations effectively.
- Conducts market research to explore new products and sources to enhance the delivery of patient care.
- Treats all potential sources in a fair manner by promoting open competition and equal opportunity to all qualified bidders.
- Maintains the highest levels of confidentiality when it comes to confidential supplier or contractor information.
- Adheres to governing laws and approved policies and procedures.

Responsibilities of the Purchasing Function

The majority of the responsibilities of the GAHS purchasing function are delegated to the four Medical Regions described above. The Medical Regions are responsible for the following: source selection and bid evaluation; preparing and processing purchase orders; expediting the delivery of ordered items; receiving ordered items; processing supplier returns.

Note: For facilities without a Purchasing Section, supplier representatives should register with the store officer.

HOW YOU CAN HELP US

- Familiarize yourself with our processes, policies and procedures.
- Follow **the 7 R's rule** in delivering supplies/services to us: **Right Place - Right Time - Right Quantity - Right Quality - Right Price- Right Condition - Right Customer.**
- Treat each tender as a unique tender. Read solicitation/tender documents in their entirety, including the requirements, terms and conditions. Be sure you understand all the requirements, terms and conditions. If you don't, contact the authorized purchasing officer for clarification.
- When submitting bids be sure to follow the instructions in the solicitation documents. Submit all requested information in the required format. Be sure that your bid is legible, and that every page is signed and stamped.
- Always make sure that our reference number (e.g. Tender #, RFQ, etc.) is on all documents, envelopes, packages and correspondence that you submit to us.
- Be sure that your bid is submitted before the bid closing date and time.
- Build a good reputation with us by providing us consistently with high quality service, products, responsiveness and reliability.



This letter can be used by the supplier to deliver items requested for evaluation purposes to the Receiving Section at the location.

Note: Promotional items must **not** be used as a means to offset the prices of offered items, or be offered for personal use.

INTRODUCING NEW PRODUCTS

All new products introduced for patient care must be evaluated according to the GAHS policies and procedures prior to their use at any facility. To introduce a new product or changes to an existing product used by GAHS, suppliers are requested to **first** present the product to the Purchasing Section at the location.

The following conditions may exist when introducing new products:

- Samples of new or unapproved products must not be left at any department or section within GAHS without approval from the Purchasing Section at the location. Products that are left without this approval will **not** be the responsibility of GAHS.
- If suppliers wish to submit samples of the product(s) for evaluation purposes they should be provided free of charge (FOC). (Refer to **Promotional Items**)
- Suppliers may be consulted during the evaluation process, if necessary.
- The supplier will be notified by the GAHS if the product(s) was approved or not approved for use at the GAHS.
 - Product's approval does **NOT** necessarily mean that the product will be ordered by GAHS.
- GAHS prohibits the introduction of any products that do not have the necessary quality certificate(s) (e.g. US Food and Drug Administration (FDA), CE mark or any other approved quality certificate).

SUPPLIER APPOINTMENTS AND VISITATIONS

Suppliers are welcome to visit the GAHS. However visits must be made on an appointment-basis only.

- **To schedule an appointment**, supplier representatives are required to **first** contact the Purchasing Section at the location they wish to visit and obtain information on the appropriate department or staff member to contact.
- **On appointment day**, supplier representatives are required to go to the Purchasing Section first and register in the visitor's log book and obtain a visitor's badge. *Supplier representatives are cautioned against participating in direct or indirect patient care while visiting the Medical Regions.*
- **Upon the completion of the meeting**, supplier representatives must return to the Purchasing Section to sign out on the log book and return the badge.

The GAHS Procurement Department is responsible for overseeing and auditing the transactions performed by the Purchasing and Materials Management sections at the Medical Regions. The GAHS Procurement Department is also responsible for handling all contracts, agreements, leases and auctions.

To contact purchasing, materials management, and/or stores at any location within GAHS, refer to the **'Telephone Directory'** included within this handbook.

Ethics Code

The GAHS Code of Ethics contains strict provisions governing relations with suppliers. Employees at GAHS generally may not accept gifts, discounts, loans, services or gratuities. The aim of the business relationship is that of a mutually beneficial partnership based on integrity and consistent with the agreed upon terms and conditions. The GAHS appreciates its suppliers' and contractors' cooperation in ensuring that all business is conducted within the professional code of ethics.

Purchasing Process Steps

Typical purchasing steps proceed in the following sequence:

- The end user identifies a need for supplies or services.
- The end users department prepares a Purchase Request (an internal document) and secures the necessary approvals before submitting the request to the Regional Purchasing Section.
- Upon receiving the approved Purchase Request, the Purchasing Section (PS) conducts its review of the request and proceeds with source selection.
- Submitted bids are evaluated in response to the solicitation for technical specifications and requirements, delivery lead time, financial competitiveness and other essential criteria on a case-by-case basis.
- Both successful and unsuccessful bidders will be notified of the bid outcome in accordance with the conditions specified in the solicitation notice.
- Successful bidders will receive a Purchase Order or a Contract **prior** to delivering ordered supplies or services.
- Upon delivery of ordered supplies or services, authorized Receiving staff will **inspect** and **approve** the delivery according to established receiving policies. In some cases this will include a two-phase inspection before final receiving is performed (e.g. equipment and pharmaceuticals).
- The supplier submits the approved delivery documents along with the invoice to the Finance Division/Department for payment processing.

Deviations from the above sequence may occur in certain emergency situations. In these emergency situations, it is in the best of interest of both the GAHS and the supplier to complete the necessary paperwork as soon as possible in accordance with the above sequence.

The GAHS is not responsible for any transactions that do not conform to the GAHS Purchasing Policies and Procedures. Suppliers and contractors are cautioned against accepting requests for the delivery of supplies or services from departments or staff members outside the authorized purchasing section at the location. Any verbal commitment without an approved purchase order is not valid and will be considered a personal transaction between the supplier and the individual.

Source Selection Methods

Competition is a key component to efficient and productive procurement, thus the GAHS strives to maintain a competitive environment in sourcing qualified suppliers. To achieve effective **fair and open competition**, the GAHS strives to ensure that no supplier is given an advantage over other suppliers by utilizing a standardized set of procedures for *identifying*, *assessing* and *selecting* external sources that could provide the GAHS with the required goods and services.

The following are GAHS 'approved' source selection methods:

- **Open Tender (Full and Open Competition)** is the main source selection method and is advertised through public announcements (typically open tender solicitation notice is published in at least two newspapers).
- **Limited Tender** is a type of tender where a selected number of suppliers are contacted directly by telephone, mail, e-mail, or fax, and provided with details of the solicitation.
- **Negotiated Tender** is used when there is a need to negotiate prices or contract terms with one or more supplier(s).
- **Request for Quotations (RFQ)** is a formal request soliciting prospective suppliers to submit bids in response to a pre-specified need for commodities, equipments, or services.
- **Direct Purchase** is an exceptional method used when there is only one known source (or in some emergency situations) to provide the required goods and/or service.
- **Contest Method** is used primarily for the development of studies, designs or technical plans for a specific purpose.

It is the responsibility of prospective bidders to collect the tender documents according to the solicitation notice. Both the published notice and the invitation to tender letter for limited tenders typically only provide limited information about the tender, such as: required supplies or services, opening and closing dates, document fees if applicable, and location of document pick-up.

SUPPLIER RELATIONSHIP MANAGEMENT

Supplier Registration

The GAHS Procurement Department handles supplier registration. **Registration time schedules will be conveyed to suppliers via the newspaper.** Suppliers may be required to renew their applications or validate information at the discretion of GAHS.

- Other bidding conditions (e.g. schedule for pickup of items).

Sales and Rentals through auctioning may include, but are not limited to, the following conditions:

- All bidders must submit an initial bid guarantee before entering bids. (Refer to **Bid and Performance Guarantees/Bonds**)
- Winning bidders must raise their initial bid guarantee up to 20% of the value of the winning bid during the auction session.
- If the sealed bids method is selected for the auction, open tender conditions will apply. Bidders must submit a bid guarantee equal to 20% of the total bid amount.
- Winning bidder(s) will be notified to proceed to the GAHS Finance Division to pay the balance of their bids. Winning bidders must pay the total winning bid or rental amount within one week from the auction date.
 - If the amount is not paid, the bid guarantee will be forfeited and the auctioned material will be re-auctioned.
- Winning bidders must receive (and haul purchased materials) within the period specified in the auction documents. **Penalties for delays in receiving purchased/rented property will be as follows:**
 - 2.5% of the total amount for every week or part of a week
 - **At the end of the fourth week**, GAHS reserves the right to re-auction the property and charge the difference in sale/rent price to the original bidder plus 5% of the total amount for administrative costs.
- In the event that the highest bidder refuses to accept an item(s) or lot(s), the item(s) or lot(s) will be offered to the next highest bidder. All or part of the highest bidder's bid guarantee will be used to pay for the difference in the selling price.

PROMOTIONAL ITEMS

If suppliers would like to offer promotional items, they must first submit an official letter to the Material Management Section at the Medical Region to review the item(s) offered.

- **If the item(s) is approved, a 'zero-value' purchase order** will be generated by the Purchasing Section, so that the supplier can deliver the promotional items to the Receiving Section at the location. Promotional items delivered without Purchase Orders will **not** be accepted by the Receiving Section at the location.
- **If promotional items have no stock equivalent** in the GAHS stock list, the item will be treated as a new product. If the item is approved for evaluation, the supplier will be sent a letter by the GAHS or the Regional Purchasing Section requesting a certain quantity be provided **for evaluation purposes.**

Suppliers are encouraged to make every effort to expedite the return, replacement or repair of the item(s) so as not to impact GAHS's commitments.

PAYMENT PROCESSING REQUIREMENTS

The GAHS is committed to ensuring that payments to suppliers are processed as quickly as possible. To facilitate this suppliers are requested to follow the terms and conditions indicated on the PO and ensure that all requirements are completed accordingly.

Suppliers are typically required to submit the following documents to the Supplier Payment Processing Section:

- Original Delivery Notice signed by the authorized Receiving Staff
- Supplier's Original Invoice
- Any other requested documents as per the Purchase Order (e.g. undertaking letters, warranty documents, performance bond, etc.)

Payment processing will vary based on the terms and conditions specified on the Purchase Order or Contract. In some cases, for orders that may require a long time for delivery completion (e.g. orders with drop shipment deliveries), partial payments may be issued to suppliers for separate deliveries as long as they are within the scope of the purchase order, at the discretion of the GAHS.

AUCTION PROCEDURES

The GAHS Procurement Department may choose to auction the sale or rental of property and award the property to the highest bidder.

Auctions are either sealed or live bid types:

- **For sealed bid auctions**, bidders will submit their bids as per auction document instructions. The bids will be opened on the specified bid opening date and items or lots will be sold or rented to the highest bidder, if auctioning terms and conditions are met.
- **For live auctions**, bidders are requested to register with the GAHS Procurement Department and pay the bid guarantee as specified in the auction documents. The items or lots will be offered to all registered bidders at the auction site for bidding. Items will be sold to the highest bidder, if auctioning terms and conditions are met. Winning bidders will raise their bid guarantee to 20% of the total winning bids.

Bidders are requested to refer to the auction documents for the requirements for bid submission and the terms and conditions required for sales and rentals through auctioning. Auction Documents include, but are not limited to, the following:

- Item(s) List or Lot(s) to be auctioned and their location(s)
- Auction Bid guarantee requirements.

Registration does **not** guarantee a supplier will be notified every time that a request for quotation or tender is issued.

Suppliers are responsible for keeping the information provided in their application current by notifying the GAHS Procurement Department when changes occur regarding the products or services offered, address, contact information, ownership or status as a bidder, etc.

Supplier Complaints

The GAHS recognizes and values the services offered by its suppliers. For this reason it is GAHS's policy to deal with supplier complaints promptly and fairly. If suppliers have a complaint about a procurement activity they should initially contact the concerned department to resolve the complaint.

If after contacting the concerned department the supplier is not satisfied with the resolution, or if the complaint has not been resolved within ten (10) working days, they may file a formal written complaint with the next management level as follows:

- A. Regional Purchasing or Material Management Section
- B. Regional Support Services Department
- C. GAHS Procurement Department
- D. GAHS Support Services Division

Supplier Performance Evaluation

The GAHS requires that suppliers perform consistently to provide high quality products and services. The criteria used to evaluate supplier performance may include, but is not limited to, the following: Delivery, Supplier Responsiveness, Packaging Conditions, Shelf-Life, Product Damage/Defects, Order Accuracy (correct quantities and items as per the purchase order), Shipping Errors, and Product Quality.

Suppliers who have poor performance track records are subject to being restricted from participating in tender opportunities at the discretion of the GAHS.

TENDER REQUIREMENTS AND PROCEDURES

Expenses Incurred

Unless otherwise specified, all expenses incurred by bidders arising from the bidding process shall be carried by the bidders themselves. In other words, GAHS will **not** be responsible for any costs, expenses, losses, damages or liability incurred by the bidder as a result of the submission of the bid, or due to the GAHS not accepting the bid.

Tender Documents

The tender documents indicate the required information and the acceptable formats for any bid, proposal or quote to be considered. It is the sole responsibility of the Bidder to examine and comply with all the instructions given in the respective tender documents.

Although tender documents may share similar conditions or specifications, they may vary in many other areas, and carry different conditions/terms - so GAHS

always recommends that prospective bidders closely examine the tender documents prior to submitting any bids and that they contact the assigned purchasing staff member for clarifications, if needed. Prospective bidders are encouraged to treat each tender as a unique tender.

Suppliers may be requested to supply information or bonds which will clarify their capability to satisfy the specifications, requirements and the terms and conditions of tenders.

Language of Tender Documents

The GAHS requires that bids, correspondence and any documents relating to the bid and exchanged by the bidder and the GAHS shall be written in English and/or Arabic. Typically bids are issued in English.

Quoted Prices

Financial quotation conditions may include, but are not limited to, the following:

- Offered prices must be based on each item's unit of measurement (UOM).
- Each item must be individually (unit) priced (separately) and extended and totaled.
- Unit prices shown shall be the price per unit of sale (e.g. ea., doz., gal., etc.).
- For any given item, the quantity multiplied by the unit price shall establish the extended price.
- Prices must be written in ink or typed to indicate both unit price and extended price(s).
- All prices must be in the official UAE currency (Dirham) (or as specified in the tender documents).
- When there is no price indicated for an item, it is understood that the bidder does not wish to submit an offer for that item.
- Prices of goods and/or services should be fixed (final) by the bidder and prices cannot be recalled after the bid closing date.
- Bidders may submit a separate reduced price offer prior to the bid closing date.
- Any bids submitted with a price variation clause will be treated as failing to meet tender conditions and may be rejected at the discretion of the GAHS.
- **Unless otherwise specified in the solicitation documents, all prices are CIF (warehouse to warehouse).** If extra shipping charges are to be included, these charges must be listed separately.
- Financial bids are not accepted via electronic mail unless otherwise specified in the tender documents.

MANUFACTURER CHANGES

Sometimes, after receiving the PO, the supplier might be faced with a situation where the manufacturer changes the product/catalog code/numbers or packaging, or cancels the production of the ordered items.

If changes are made by the manufacturer in terms of:

- a) **Change in Catalog Number** – The supplier is required to provide a statement from the manufacturer so that GAHS can certify that the new product is identical, before the item can be received by GAHS.
- b) **Change in Packaging Size** – only the equivalent of the ordered quantity based on the new packaging will be received.
- c) **Discontinued Item or Change in Dealership** - The supplier is required to provide an official letter from the manufacturer stating the cancellation and effective date. The supplier must notify GAHS to cancel the Purchase Order within two (2) weeks of receiving the PO, to avoid paying penalties if all or part of the order cannot be delivered due to this reason. (Note: The date of receiving the PO is based on the date of the first official delivery (phone, fax, e-mail, or by-hand) of the Purchase Order to the supplier).

PRODUCT RECALLS/WARNINGS

To ensure the safety of patients and others, suppliers must immediately notify the GAHS of any product recalls or warnings. The product name/ manufacturer name/codes/description as it appeared on the purchase order/contract form, reasons for withdrawal/recall, and other necessary information such as action to be taken, should be provided by the supplier.

PROCESSING SUPPLIER RETURNS

All returns to suppliers will be processed in collaboration with the concerned supplier. Suppliers will be provided with a 'Supplier Return Form', which will provide the reason(s) for the return, and the items will be returned according to GAHS policies and procedures.

Reasons for Returns may include, but are not limited to the following:

- Defective items (expired, not-working, or damaged)
- Shipments not meeting specifications
- Shipments in excess of ordered quantities
- Items covered by supplier provided undertaking letters
- Item(s) or equipment no longer needed
- Items for repair or replacement

(5%) could either be delivered (PO will remain open) or cancelled from the Purchase Order, at the discretion of GAHS.

Damage Claim

If an item is found to be defective and/or damaged after final receiving by GAHS, a written request will be filed with the supplier for compensation or replacement of damaged item(s)/equipment within **fifteen (15)** working days. (Refer to **Processing Supplier Returns** for more information).

In the event that an agreement could not be reached with the supplier over compensation for, or replacement of, damaged item(s)/equipment, the case will be referred to the GAHS Legal Section to proceed with the necessary legal actions. All scheduled payments against the Purchase Order of the affected item(s) or previously delivered item(s) will be put on hold.

PENALTIES

- All ordered items (including the quantities ordered per item) not delivered by the expected delivery date will be investigated and the supplier will be penalized. **The penalty for late delivery is set at 2.5% of the total cost of undelivered item(s) per week or part of a week for up to four (4) weeks** (Maximum penalty is 10%).
- Purchase Orders (PO) may be cancelled (partially or totally) if items are not delivered *exactly* as specified on the purchase order (items with shipping errors as described above will not be accepted), or if items (including the quantities ordered per item) are not delivered on-time by their expected delivery date. **The supplier will not be exempt from paying the penalty fees up-to-the-date of PO cancellation.**
- The GAHS reserves the right to cancel undelivered items past their expected delivery date and order the same item(s) or an equivalent item(s) from an alternative supplier.
 - The first supplier will be charged any extra price difference that was paid to the second supplier plus 10% of the price of the undelivered/cancelled item(s) as an administrative fee.
- If the cancelled item is dependent on other ordered items (from the same supplier) or *vice versa* and a decision is made to order an alternative item, all related items will be cancelled as well.
- **Suppliers with four (4) cancelled Purchase Orders due to late delivery within a one (1) year period will be prohibited from doing business with the GAHS for a minimum of one (1) year.**

- If the bidder wishes to offer certain discounts, the terms of the discounts must be clearly outlined in the offer.
- **It is the responsibility of the supplier to ensure that prices of offered goods and/or services are *uniform* and *consistent* for all of the GAHS regardless of location.**
- Any other conditions deemed necessary by GAHS.

Technical Specifications

A specification is a purchase description of the physical or functional characteristics, or of the nature of the supply, item or service that is required. The 'Technical Specifications' sheet provided with the tender document informs prospective bidders of the mandatory (e.g. warranties, exact specifications, etc), technical specifications and requirements for goods and services required by GAHS.

- The **mandatory requirements** are the minimum requirements acceptable by the GAHS and that must be met by the bidder. Any bids not meeting the mandatory requirements will be rejected.
- The **technical specifications** will be evaluated for technical acceptability and will be scored.
- **Optional specifications** may be included, but will not be scored. However they may play a role when deciding between two bids in a tie situation.

While compiling tender documents, purchasing staff work diligently to use generic specifications and avoid including cues that may point to a selected source.

- Using brand names or model numbers in solicitation documents is typically intended for descriptive purposes rather than restrictive ones, unless otherwise indicated.
- Unless "**No Substitute**" statement is indicated, brand names and model numbers are used to indicate certain quality, dimensions, specifications, or compatibility aspects that need to be considered in submitting an offer.
- If an item manufacturer/brand name is indicated as "**No Substitute**" then **ONLY** that manufacturer/brand name is acceptable.

It is very important that the compliance sheet, if provided by the GAHS, is filled out to indicate that the goods/services that the supplier is bidding comply with the mandatory and technical specifications required.

Material Safety Data Sheet (MSDS)

Suppliers may be requested to provide a Material Safety Data Sheet (MSDS) - a hazardous substance specific sheet containing information about the hazardous product and how to handle exposure to the substance. All hazardous materials must be clearly labeled.

Pre-Bid Conference

Occasionally, the nature and complexity of a particular solicitation will necessitate a conference with potential bidders prior to the submission of bids to clarify solicitation documents or to answer technical questions. This may be called by either the bidders or the GAHS, when required.

During a pre-bid conference, potential bidders are encouraged to ask questions concerning the specifications of the requested good(s) and/or service, requirements of the solicitation documents and bid submission process.

Information provided during the conference may be disseminated to all suppliers that received solicitation documents using the same means used in disseminating the original solicitation notice, if needed.

Questions Regarding Tender Documents

For any questions regarding the clarification of, or request for, additional information suppliers should contact the authorized purchasing staff member at the GAHS handling the tender before the submission of the bid. Depending on the nature of the question(s), GAHS may request the supplier to forward its request for further clarification/information in writing. **After the tender closing date and time, the bidder must not contact any person(s) in the GAHS on any matter relating to their bid.**

Amendments/Extensions/Cancellation of Tender Documents

The GAHS may, if needed, issue (make) amendments to the tender documents, and/or extend the tender closing date and time and **not vice versa**. If a supplier wishes to request for an extension to the tender closing date and time they should submit a written request to the GAHS. The GAHS reserves the right to **not** make extensions to the tender closing date and time, at its discretion.

The GAHS also reserves the right to cancel the solicitation/tender **without giving any reasons** prior to its evaluation, and/or if mistakes are identified in the solicitation/tender documents, **even after award**, but before signing a contract.

Amendments, extensions, and/or cancellations, if made by GAHS, usually will be disseminated using the same means used in distributing the original solicitation (e.g. if original solicitation was published via newspaper and an extension is approved, the extension notice will be published in the same newspaper).

Bid and Performance Guarantees/Bonds

If bid/performance guarantee/bond is/are required, the **amount and timeframe will be identified in the tender documents**. Note: bid bonds must be received **prior** to the bid closing date and time.

All bid/performance guarantees/bonds must be unconditional and underwritten by an eligible UAE bank. Bid bonds may be withdrawn prior to the bid closing date without any penalty, but **may not be withdrawn after the bid closing date**.

Release of bid/performance guarantees/bonds will be performed according to GAHS policies and procedures. **If the bidder fails to execute his/her obligations and/or**

order due to manufacturer discontinuation of the ordered items or change in dealership. The supplier must submit an official manufacturer letter verifying the reason for cancellation (Refer to **Manufacturer Changes**).

DELIVERY OF ITEMS

The GAHS continuously tracks the delivery performance for each supplier. Suppliers are required to deliver ordered items in excellent condition, in the exact quantity, and with the exact specifications, to the specified location, by the **expected delivery date** as indicated on the purchase order (PO) form. The expected delivery date is based on the date of the first official delivery (phone, fax, e-mail, or by-hand) of the Purchase Order to the supplier (i.e. if the Purchase Order is faxed to the supplier and then the supplier picks up the order two days later, the Delivery date is calculated from the date the order was faxed).

The GAHS prohibits the Receiving Sections from receiving any items (including quantities) that are nonconforming with the exact specifications on the Purchase Order or items (including quantities) not included on the GAHS Purchase Order (PO) or on the Supplier's Delivery Notice. (For further information regarding the delivery of free of charge (FOC) items, refer to the section on **Promotional Items**).

All incoming shipments will be inspected and cross-referenced with the Purchase Order to verify that the shipment is complete and that no discrepancies exist. In some cases, receiving will be a two-stage process (e.g. when receiving equipment, non-stock items, pharmaceuticals, etc.).

- **Deliveries that have shipping errors will NOT be accepted.** Shipping errors are supplier's errors that fall into one or more of the following categories: incorrect items; damaged items; items with shelf life below specified shelf life on the Purchase Order; expired items; items not meeting specifications; substitutes to ordered items; and items shipped in violation of shipping requirements or not in compliance with Purchase Order terms and conditions (such as submitting an undertaking letter, etc.).
 - If quantities delivered are **more** than quantities ordered, GAHS will only receive the **exact quantities** specified on the Purchase Order.
 - If quantities delivered are **less** than quantities ordered, the shortage will be marked as **'Partial'** on the Purchase Order and the quantities may be received at the discretion of GAHS. Penalties will still apply for all ordered items and quantities not delivered by the expected delivery date (Refer to **Penalties**).
 - Necessary adjustments will be made on the supplier's delivery notice to account for received quantities only, if necessary.

Note: In some cases, suppliers may be unable to deliver the full ordered quantity due to damage or loss of some ordered quantities. In this situation, if the delivered quantities by the delivery date cover at least 95% of the ordered quantity, the remaining quantity

CONTRACTS/AGREEMENTS

Upon selecting a successful supplier, award documents will be prepared according to internal policies and procedures by the GAHS Procurement Department. The prepared contract will be sent to the contractor for review and approval of its terms. The contractor may discuss with the GAHS Procurement Department any concerns about the contract's terms and conditions.

Types of contracts/agreements are as follows:

- **Service and Maintenance Agreements and Construction Contracts** cover the following: contracts for consultants; construction contracts; major repairs or services; and specialty items.
- **Purchase Contract** is a contract where a price agreement is established for selected items.
- **Lease Contract** is an agreement for the right to use property (real estate, automobiles, and equipment) for a specified period at a specified cost.
- **Consignment Agreement** is an agreement that selected item(s) will be placed by suppliers at the location specified at GAHS, for a specified time and only the used items will be paid for and unused items will be returned to the supplier at the end of the agreement. GAHS will not be owners of consigned items.
- **Standing Order Agreement** is an agreement on a price list and delivery mechanism for ordering and delivering consumables, pharmaceuticals, equipment, or services. There are two delivery options under standing order agreements: Predefined or Just-in-Time Delivery.

Suppliers will receive a replenishment request form (usually faxed) to replenish stock under consignment and standing order agreements, when necessary. Upon delivery of items the supplier will submit a copy of the delivery note (with authorized receiving signature), the invoice and a copy of the Replenishment Request form to GAHS to generate a *'post-facto'* purchase order.

PURCHASE ORDERS

Purchase orders (PO) will be issued by use of an official purchase order form. Suppliers are required to collect the original purchase order from the issuing Purchasing Section as soon as possible.

- Supplier representatives will be required to sign, date, and stamp the PO with the supplier stamp for authentication. If there are extra attachments with the Purchase Order, the supplier representative must ensure to stamp and sign each enclosed page. If the supplier stamp is not available, the supplier representative will be required to provide a signed copy of their identification (ID) card.
- Suppliers may request canceling an issued purchase order within two weeks of its receipt without penalties if the supplier cannot deliver all or part of the

commitments as per the offer (bid) or the award, the guarantee (bid/performance bond/guarantee) will be forfeited to the GAHS.

Formal 'Signing and Stamping' of All Documents

Bidders must ensure that all submitted tender documents are either typed or written in ink and **signed in ink** by an authorized representative and **stamped with the supplier's stamp** on every page.

Bidders are also requested to avoid erasing or crossing out letters or numbers in their bids. If such changes are necessary, the bidder should place their signature (in ink) next to **each** erased or crossed out item. Failure to comply with the above may result in rejection of the submitted bid.

Submission of Bids – Location and Deadline

All bids must (1) contain the information required in the tender documents (all required forms should be completed as specified); (2) be priced as specified above (Refer to Quoted Prices); and (3) be delivered to the location specified in the tender documents **prior to the tender closing date and time**.

Bidders should also adhere to the following conditions when submitting their bids:

- Bids should be prepared in a clear, typewritten format (either typed or written in ink) with appropriate, authorized signatures and seals (stamps). (Refer to Formal 'Signing and Stamping' of All Documents).
- Bids must be submitted in **sealed envelopes, stamped with the official supplier stamp**, and marked **on the outside with the tender number and supplier name**.
- Bids must be submitted in accordance with the requirements, terms and conditions, etc. listed in the tender documents.
- **Suppliers are advised to refer to individual tender documents for submission terms as they may vary for each tender.** In some cases it may be indicated in the solicitation/tender documents that bids must be submitted in two envelopes containing **separate** technical and financial bids. In this case, **the technical bid (envelope) must not include any information on prices or financial considerations**.
- When electronic copies are requested, bidders must comply with the instructions on how to complete the electronic file.

Bids will be date and time stamped upon submission and kept in a secure location until the bid opening date. Bids submitted after the closing date and time may not be accepted, at the discretion of the GAHS. **Bids may not be withdrawn after the bid closing date and time**.

Confidentiality Agreement

By submitting a quotation, bid or proposal, the supplier is declaring that they agree to **accept** and **comply** with this confidentiality agreement.

The confidentiality agreement is binding on all the following clauses:

- All documents issued to the Supplier remain the property of the GAHS and are to be used solely for the purpose of bidding.
- Solicitation/Tender Documents must not be copied or seen by any unauthorized person(s).
- Bid prices, or even an approximation, must not be disclosed by the Bidder to any person(s) or competing bidders at any time.
- Bidder must not try to obtain any information about competitors' bids or proposed bids nor make any arrangements with any person(s) about whether or not they should bid.

Terms and Conditions

All bids must comply with the instructions, terms, conditions and specifications contained within the specific tender documents. Each bid will be checked for compliance.

If any of the requirements, specifications, 'terms or conditions', etc. within the supplier handbook vary from those specified in the tender document provided by GAHS then the specific tender document's requirements, specifications, terms and conditions, etc., shall prevail. (Note: Suppliers should treat each tender as a unique tender.)

In regards to any dispute where the terms of the specific tender documents terms and conditions, specifications, requirements, etc. are in conflict with the bidders own terms and conditions, etc., the terms, conditions, specifications and requirements indicated on the GAHS tender documents shall prevail.

The GAHS is not bound to accept the lowest bid or any bid(s). The bidder is responsible for complying with all legal requirements and local authority regulations when providing goods and/or services to the GAHS.

The GAHS Terms and Conditions may include, but are not limited to, the following:

- Technical conditions for requested materials or services.
- Detailed tables of required quantities for each item.
- Solicitation start and end dates, bid closing date and time, and bid validity.
- Conditions for submission of catalogs, drawings, or samples by the bidder.
- Conditions for materials shelf-life, performance guarantee, and spare parts for a specified period. Unless otherwise specified in the tender documents, all event related supplies must have at least 2/3 shelf life remaining upon delivery to the facility.
- Payment, delivery schedule, price validity and timeframe, delivery location, and packaging conditions along with currency used.
- Delivery conditions.
- Adherences of the supplier to the UAE boycott laws.

- Warranty conditions for equipment and construction for a specified period after their initial operation as indicated in the tender documents.
- For invitations to contractors for work and transportation contracts, a contractor's classification certificate must be provided in accordance with UAE law No. 4-1980 and related amendments.
- Penalties and the right to seek compensation.
- GAHS reserves the right to cancel the solicitation/tender without giving any reasons prior to its evaluation.
- GAHS reserves the right to cancel the solicitation/tender if mistakes are identified in the solicitation/tender, even after award, but before signing a contract.
- No conditional bids will be accepted.

The GAHS always recommends that prospective bidders closely examine the terms and conditions of the specific tender prior to submitting any bids.

Opening of Bids

Bids will be opened, distributed and evaluated according to GAHS policies and procedures and prices will remain confidential.

Evaluation of Bids

Bid evaluation is usually performed by using a numerical scoring method which is designed to ensure the utilization of an objective method for selecting the **best quality products at the most cost-effective prices**. Evaluation criteria will usually be published in the tender documents.

Core evaluation criteria may include the following: **mandatory compliance criteria** that the bidder must comply with in their bid; **technical criteria (on which bids will be evaluated and scored)**; and **optional criteria**. Bids not meeting the mandatory criteria (e.g. warranties and exact specifications) will be rejected. Optional criteria may play a deciding role in a tie situation, but is not a part of the scoring. Financial offers will be evaluated for bids evaluated as technically acceptable.

Other factors that may be considered, include, but are not limited to, the following: delivery schedule; shelf life for medications and consumables; bid bonds and/or performance guarantees; closing date and time for bid submission; and other relevant factors (e.g. need for an oral presentation, requesting samples...etc.).

Notification of Successful Bid(s)

The GAHS will award the contract/purchase order to the bidder(s) whose bid has been determined technically acceptable and representing the best overall value for money. The GAHS reserves the right to make multiple and/or partial awards (i.e. award all, parts, or none of the offer), at its discretion. Successful bidders will be notified by receipt of a purchase order (PO) or contract. Unsuccessful bidders will usually receive a bid rejection form thanking them for their participation.