

HMC Vendor Guide

Welcome to HMC Supply Chain Management (SCM)

Vendor Credentialing Steps



1 Vendor Registration (New Application)

Vendors are required to submit all essential documents to vendor registration department and information necessary to initiate the registration process. *No further steps can be taken until the registration is fully completed.*

2 Information Submission

Vendors are required to submit all documentation to Customer Service Department to demonstrate compliance. All required forms can be downloaded from Hamad Medical Corporation official website: www.hamad.qa

3 Compliance Check

All submitted documents are reviewed to ensure compliance with Customer Service policies.

4 Gate Pass Issuance

Approved vendors receive access to credentials for HMC facilities entry from Customer Service Department in Supply Chain Management.

5 Ongoing Updates

Credentials are regularly updated to maintain compliance.

Vendor Registration and Renewals

Vendor Registration

1 Online Application

Vendors must initiate the registration process by submitting an online application via the official portal: www.hamad.qa/vendors. All required documents and information must be uploaded directly to the portal at the time of submission.

2 Review and Verification

Once submitted, the application will be reviewed and verified by the Vendor Registration Administration. The vendor will receive a notification indicating the administration's decision, including any required actions or requests for additional or missing documents.

3 Registration Fee Payment

Upon approval, the vendor will receive a secure link to complete the payment of the registration fee (QAR 500 per category). The registration process will not proceed until the payment is successfully completed.

4 Activation

After the payment is confirmed, the vendor's registration file will be forwarded to the Procurement Department for activation.

5 Registration Validity

An approved vendor registration is valid for one (1) year from the date of activation. Vendors are responsible for ensuring timely renewal prior to expiration to maintain active status.

Vendor Registration Renewals

1 Renewal Notification

Prior to the expiration of their registration, vendors will receive an official notification via their registered email address regarding the upcoming renewal.

2 Document Submission

Vendors must upload all required documents again through the portal as part of the renewal process.

3 Review and Approval

The submitted documents will undergo the same verification and approval process as the initial registration. Renewal will be granted only after successful review and approval by the Vendor Registration Administration.

4 Registration Fee Payment

A registration fee (QAR 500 per category) is applicable for renewal. Vendors will receive a secure link to complete the payment, which must be finalized before the renewal is activated.

Security Gate Passes

A gate pass will be issued only after the vendor has completed all credentialing (registration and customer service) requirements and received formal approval. Vendors must present the valid gate pass to access the HMC facilities. No vendor or vendor representative is permitted to enter the facility without an active, authorized gate pass.

Gate Passes will be issued with the following request types:

 Meeting	 Presentation / Demonstration	 Training	 Invitation	 Online Meeting
Gate Pass Form	Gate Pass Form	Gate Pass Form	Official Letter Head	Official Letter Head
Maximum of 2 vendor representatives on the form	Maximum of 2 vendor representatives on the form	Maximum of 2 vendor representatives on the form	Email should contain all dates, location, venue, and agenda	Official business email address, avoid personal emails
Copy of valid ID or passport of the representatives	Copy of valid ID or passport of the representatives	Copy of valid ID or passport of the representatives	Should be sent 2 months before the event	
Official Letter Head	Official Letter Head	Official Letter Head		
Catalog or Brochure of the product	Training Certificate for the representatives	Education form (for Nursing)		
	Letter of Authorization	Training Certificate for the representatives		

- All requests should be sent to SupplyChain-CustomerService@hamad.qa using an official business email address. (Hint: mention hospital name in the email subject line).
- Vendor representatives may follow up on their request no earlier than two weeks from the date of submission.
- Representative(s) should be under official company sponsorship.
- A valid work permit issued by the Ministry of Labor is required, if occupation stated on ID does not match the nature of the work.
- The device used for demonstration should be removed after the demonstration.
- Each vendor company must not exceed 30 gates pass request per month.

Donations to HMC

The vendor (Donor) shall submit an official email to the Supply Chain Management - Customer Service including all required information, such as:

- Item Name
- Catalogue Number
- Facility
- Department
- End Username
- Patient Name (if applicable)

Conference, Exhibition or Site Visits

Vendors or manufacturers must submit an invitation request via email (local or overseas events) for sponsored conferences, exhibition or site visit, including staff participation as attendees or speakers.

All requests must be submitted via email at least eight (8) weeks prior to the event date, with the Conference – Exhibition-Site visit Form duly completed and attached.

The request must be issued on the vendor's official letterhead and must signed and stamped.

Invitations shall be restricted to clinical team members (e.g., physicians, nurses, technicians) as specified by the vendor/supplier.

The request details must include:



E-Tendering (≤ QAR 200,000)

Low-Value Procurement (≤ QAR 200,000)

An invitation-based electronic sourcing process conducted through eRFQ, which is not published on public tender portals. The e-tendering platform can be accessed at: <https://ebusiness.hamad.qa>

Vendor Submission Requirements:

- Quotation in (QAR)
- Quotation Validity period
- Quotation Delivery timeline
- Compliance with specifications
- Any required supporting documents, including:
 - Commercial Registration (CR)
 - Classification Certificate for the commercial activity relevant to offered product.
 - ICV certificate.
 - MOPH Registration Certificate (applicable to drugs quotations only)
 - IMD registration certificate (applicable to Implant quotations only)

For HICT support:

HMC Vendor Management team

Tel: (+974) 44392867/44394281

Email: SupplyChainManagement-VendorSupport@hamad.qa

Order Value and Contract Requirements

- Upon receiving confirmation that the **Purchase Order (PO) value exceeds QAR 199,999**; the supplier **must** contact the **Contract Management Office** to:
 - Submit the required **Performance Bond**; and
 - Complete the **Contract Signing Process**.
- Failure to comply with the above requirements may result in delays in processing or execution of the order.

Delivery Coordination and Order Follow-Up

- For **all Purchase Orders**, whether **below or above QAR 200,000**, suppliers **must coordinate directly with the Expediting Section** regarding:
 - Delivery schedules.
 - Required dates.
 - Product issues or discrepancies; and
 - Product recalls or related notifications.

Blanket Purchase Agreements (BPAs) and On-Call Orders

- For **BPAs and On-Call Orders**, the **Expediting Section** is responsible for issuing:
 - PO Releases; and
 - Delivery Confirmations to suppliers.
- These communications will be based on confirmations received from **Inventory Management and/or the End User**.

E-tendering focal points

Amna Hamad Al-Hajri	Assistant Executive Director	AAIhajri13@hamad.qa
Mohsen Samy Abou Hassan	Medical Procurement (Stock)	MAbouhassan@hamad.qa
Mohamed Hammad	General / Engineering Procurement	MHammad1@hamad.qa
Hisham Nasser	Drug Procurement	hnasser@hamad.qa
Majed Al-Naimi	Non-stock medical procurement	MAINaimi7@hamad.qa

FAQs

1 Who needs to register as a vendor with HMC?

All companies or individuals providing goods or services to HMC must complete the vendor registration process before engaging in any business with HMC. No work or access will be allowed without complete registration.

2 How do I start the vendor registration process?

Vendors must submit an online application via the official portal: www.hamad.qa/vendors. All required documents must be uploaded at the time of submission.

3 What documents are required for registration?

Vendors must provide all documentation listed on the portal and any additional compliance forms requested by HMC Customer Services. Common documents include:

- Official company registration
- Product brochures/catalogs
- Letter of Authorization (LOA)
- Product samples for pre-qualification (if applicable)

4 How long does it take to process the application?

The Vendor Registration Administration reviews and verifies all submitted documents. Vendors will be notified of the decision or requests for missing/additional documents. Vendors may follow up no earlier than two (2) weeks from the date of submission.

5 Is there a registration fee?

Yes, a **registration fee of QAR 500 per category** is required. Vendors receive a secure payment link to complete payment once their application is approved. Registration will not be activated until the payment is confirmed.

6 How long is my vendor registration valid?

Vendor registration is valid for one (1) year from the date of activation. Vendors must renew their registration prior to expiration to maintain active status.

7 How can I obtain a security gate pass?

Gate passes are issued only after **full registration and formal approval**. Vendors must present a valid gate pass to access HMC facilities. No entry is permitted without an active gate pass.

8 Are there limitations on gate pass requests?

- Vendor representatives may follow up on their request no earlier than **two (2) weeks** from submission.
- Representatives must be under official company sponsorship.
- A valid work permit may be required if the occupation stated on the QID does not match the nature of work.
- Each vendor is limited to a maximum of **30 requests** per month.

9 How can vendors arrange to make donations, participate in conferences, or request site visits?

Separate procedures govern donations, exhibitions, conferences, or site visits. Vendors are advised to contact Supply Chain Management- Customer Services for further guidance.

10 What happens if a request is rejected?

If a request is declined by the end user, the vendor must wait three (3) months before submitting a new application for the same purpose.

11 Is it acceptable to apply for pre-qualification for evaluation related to ongoing tender?

No, pre-qualification applications related to ongoing tenders are not accepted

12 Where can HMC forms be obtained?

All official forms can be accessed and downloaded from HMC official website.

13 What common reasons do vendors not receive invitations?

- Not registered with HMC
- Incorrect commodity category
- Incomplete vendor profile
- Previous non-performance

Contact Details

E mail: SupplyChain-CustomerService@hamad.qa

Hotline Number: +974 44391010

Operating Hours: Sunday to Thursday, from 8:00 AM - 1:00 PM.

Ramadan Operating Hours: Sunday to Thursday, from 8:30 AM - 12:00 PM

Email processing hours: Sunday to Thursday, from 8:00 AM - 1:00 PM.

Emails received outside the designated hours (before 8:00 AM or after 1:00 PM) will not be processed.