



General Supply and Delivery Requirements

All manufacturers, suppliers, and authorized agents shall fully comply with the following technical, regulatory, quality, packaging, transportation, and delivery requirements for the supply of pharmaceutical products, medical consumables, and medical supplies to the National Medical Supplies Fund (NMSF).

Failure to comply with any of the requirements stated herein may result in rejection of the shipment, suspension of delivery, cancellation of the contract, forfeiture of guarantees, or any other contractual and regulatory measures deemed appropriate by NMSF.

1. Delivery Requirements

1.1 Deliveries shall be made to NMSF warehouses in Khartoum, Madani, Rabak, and Port Sudan, as specified in the Purchase Order (PO).

1.2 For immediate delivery procurements, supplies must be delivered within three (3) working days from the date of notification and/or issuance of the Purchase Order.

1.3 All products delivered to NMSF warehouses shall have a remaining shelf life of not less than seventy-five percent (75%) at the time of receipt.

1.4 Blood plasma substitutes shall be imported by air freight from freshly manufactured stock.

2. Contractual Requirements

2.1 The Proforma Invoice shall be submitted immediately upon notification of award.

2.2 The contract shall be signed within three (3) working days from the date of issuance.

2.3 A Performance Bond equivalent to ten percent (10%) of the total contract value shall be submitted in accordance with the contractual terms and conditions.

3. Regulatory, Quality and Technical Compliance Requirements

3.1 All products supplied shall comply with the latest editions of internationally recognized pharmacopoeias approved by the National Medicines and Poisons Board (NMPB), including but not limited to:

- British Pharmacopoeia (BP)
- United States Pharmacopoeia (USP)
- European Pharmacopoeia (Ph. Eur.)
- International Pharmacopoeia (Ph. Int.)

3.2 Goods supplied must strictly conform to the approved artwork, labeling, technical specifications, and registration requirements approved by NMPB.

3.3 Original colored artworks or clear photographs of all packaging sides, including all labeling information in English and/or Arabic, shall be submitted before item/s delivery.

3.4 NMSF reserves the right to reject, suspend, or cancel any product for which internationally or locally reported adverse reactions, safety concerns, or technical quality issues are identified.

3.5 Full technical documentation shall accompany each consignment, including:

- Full Product specifications.
- Updated method of analysis.
- Certificate of Analysis (CoA) for each batch.
- Sterilization method and reference, where applicable.
- Manufacturer's full name and address.
- Batch numbers.
- Confirmation of compliance with all technical specifications.

3.6 Valid certificates of registration for the manufacturer and each product shall be submitted.

3.7 For medical consumables and devices, suppliers shall provide:

- Valid manufacturer registration certificates.
- Product registration certificates, or
- Official NMPB No Objection Letter for importation.

3.9 Samples for consumables and medical devices shall be provided upon request, where deemed necessary by NMSF.

3.10 Stability studies and stability budgets for each item shall be submitted.

3.11 Any additional documents related to quality, safety, efficacy, or regulatory compliance shall be submitted upon request at any stage.

3.12 Reference standards, with minimum one (1) year shelf life and quantity not less than 100 mg, together with certificates and analytical methods, shall be submitted upon request by NMSF and/or NMQCL.

4. Commercial Documentation Requirements

4.1 A duly signed and stamped Commercial Invoice shall accompany each shipment and include, at minimum:

- Generic name.
- Trade name (where applicable).
- Dosage form and strength.
- Full specifications.
- Batch number.
- Manufacturing date.
- Expiry date.
- Manufacturer name and address.
- Country of origin.
- Storage conditions.
- Unit price.
- Total price.

4.2 Commercial Invoices and Packing Lists/Delivery Forms shall be submitted at least three (3) working days prior to delivery.

4.3 Copies of Commercial Invoices and Packing Lists/Delivery Forms shall be submitted to the receiving warehouse stated in the Purchase Order, while original documents shall be submitted to the Procurement Office in Khartoum for payment processing purposes.

5. Packing List and Delivery Documentation:

5.1 The Packing List/Delivery Form shall include complete shipment details, including but not limited to:

- Product description.
- Quantity per batch.
- Number of cartons.
- Number of pallets.
- Batch numbers.
- Manufacturing dates.
- Expiry dates.
- Carton serial numbers.
- Pallet numbers.
- Number of data loggers.
- Exact location of each data logger (exact carton number).

5.2 Packing Lists shall clearly link:

- Internal and external data logger numbers.

- Carton serial numbers.
- Pallet numbers.

6. Labeling Requirements

6.1 All products shall strictly comply with NMPB labeling regulations and pharmaceutical product registration requirements.

6.2 Labels on inner packs, outer packs, and export cartons shall clearly include:

- Generic name.
- Trade name, where applicable.
- Strength and dosage form.
- Pharmacopeial specification.
- Manufacturer name and address.
- Country of origin.
- Batch number.
- Manufacturing date.
- Expiry date.
- Storage conditions.
- Pack size.

6.3 The generic name shall be more prominent than the trade name.

6.4 All labels and package inserts/leaflets shall be provided in Arabic or bilingually in Arabic and English.

6.5 All export cartons shall clearly display:

- NMSF-Sudan.
- الإمدادات الطبية

6.6 Handling and storage symbols shall be clearly marked on outer shipping cartons, including but not limited to:

- Handle with Care.
- Protect from Rain.
- Temperature Limitation Symbols.

6.7 Products with different strengths, sizes, or specifications shall be clearly differentiated by colors and/or symbols.

7. Packaging Requirements

7.1 Packaging materials shall be strong, durable, and suitable for pharmaceutical transportation and storage conditions.

7.2 Cartons shall:

- Be rectangular in shape
- Consist of five (5) layers:
 - Three (3) double-paper layers.
 - Two (2) corrugated layers.
- Withstand rough handling, stacking, transportation, and storage conditions.

7.3 Cartons shall be capable of withstanding stacking heights of up to three (3) meters without compromising product integrity.

7.4 Each carton shall clearly display:

- Item name.
- Item number.
- Carton number.
- Net and gross weight.
- Carton dimensions.
- Batch number.
- NMSF-Sudan marking.

- 7.5 Carton weight and dimensions shall be printed on each carton.
- 7.6 Incomplete cartons shall not be accepted. Delivered quantities shall be supplied only in multiples of the approved pack size.
- 7.7 The approved pack size shall remain fixed throughout the contract period.
- 7.8 The maximum number of batches permitted per consignment shall not exceed ten (10) batches.
- 7.9 Each batch of each item shall be packed separately in clearly identifiable cartons to prevent batch mixing.
- 7.10 Each pallet shall contain only one batch.
- 7.11 Products shall be shipped on wooden Euro pallets measuring 120 cm × 80 cm.
- 7.12 Pallets shall:
- Be plastic wrapped.
 - Not exceed one (1) metric ton.
 - Not exceed 2.5 meters in height.
- 7.13 Climatic and environmental conditions during transportation and storage shall be considered in selecting appropriate packaging and casing materials.

8. Transportation and Storage Requirements

8.1 All transportation vehicles shall be:

- Clean.
- Covered.
- Suitable for pharmaceutical transportation.
- Properly maintained and designed to protect products from environmental exposure and contamination.

8.2 The use of uncovered vehicles for pharmaceutical transportation is strictly prohibited.

8.3 Transportation vehicles shall be equipped with electronic temperature and humidity monitoring systems.

8.4 All medicines shall be transported in temperature-controlled conditions in accordance with labeled storage requirements.

8.5 For products stored at room temperature, transportation temperature shall not exceed 25°C.

8.6 Products requiring special storage conditions shall be transported and stored strictly in accordance with labeled storage requirements.

9. Cold Chain and Temperature-Sensitive Products

9.1 Cold chain products shall be supplied with:

- Qualified ice packs suitable for pharmaceutical cold chain transportation.
- Readable USB data loggers.

9.2 Readable USB data loggers shall accompany all temperature-sensitive shipments.

9.3 Data logger records shall be traceable to cartons and pallets through the Packing List documentation.

10. Product-Specific Requirements

10.1 Rehydration Fluids and Blood Plasma Substitutes

These products shall:

- Remain sterile, pyrogen-free, clear, and free from visible particles throughout shelf life.
- Be non-toxic and non-sensitizing.
- Maintain viscosity and osmotic pressure comparable to plasma.
- Not induce diuretic effects.
- Not interfere with blood grouping reactions or erythrocyte sedimentation rates.
- Remain stable throughout shelf life under labeled storage conditions.

10.2 Infusion and Administration Sets

Administration sets shall:

- Be sterile, disposable, and individually packed.
- Include recipient needles for adults and children.

Infusion sets shall comply with the following specifications:

- PVC construction.
- Sterile and pyrogen-free.
- Macro drip: 20 drops/ml.
- Hydrophobic air vent.
- Integrated filter.
- Precision roller clamp regulator.
- Tubing length not less than 1.5 meters.
- Tubing dimensions:
 - Internal Diameter (ID): 3 mm
 - Outer Diameter (OD): 4 mm
- Needle size: G21
- Lure lock injection port at distal end

10.3 Ophthalmic Products

All eye drops and ophthalmic ointments shall be supplied in individually packed containers with enclosed leaflets.

10.4 Oral Liquid Preparations

All syrups, suspensions, elixirs, and powders for suspension shall:

- Be packed in well-sealed screw-capped bottles.
- Include a measuring device with each bottle.
- Be packed with a maximum of fifty (50) bottles per export carton.

Alcohol content, if any, shall be clearly declared. Oral liquid products shall preferably be alcohol-free.

11. Environmental and Disposal Requirements

11.1 Suppliers shall specify scientifically approved and environmentally safe disposal methods for each product.

11.2 Recommended disposal methods shall comply with internationally recognized environmental and safety standards.

12. Compliance and Right of Rejection

NMSF reserves the right to reject any shipment or consignment that fails to comply with:

- Contractual obligations.
- Technical specifications.
- Regulatory requirements.
- Quality standards.
- Packaging and transportation requirements.
- Labeling requirements.
- Storage and cold chain requirements.
- Applicable NMSF and NMPB regulations.

Non-compliance may result in rejection of goods, suspension of supplies, cancellation of contracts, forfeiture of guarantees, or any other corrective or contractual actions deemed appropriate by NMSF.