



# Vendor Registration Guidelines

Thank you for your interest in doing business with Haya Water (Oman Wastewater Services Company S.A.O.C). Haya Water vendor management system is endeavoring to maintain a list of approved vendors for the procurement of goods and services. The registration of Vendors with Haya Water intends to ensure that Purchases are made from proven, technically capable and financially viable Vendors. The registered vendor will get intimation of Haya Water's Open Tenders/Closed Tenders/Request for Quotation's on their registered email address.

## 1. About Vendor Registration:

In order to do business with Haya Water, vendors can apply for registration for one or more than one business categories at a time. Item categories for registration are required to be selected only from the below list of item categories mentioned under Annexure-I.

Annexure-1	
1.	Chemicals
2.	Civil
3.	Consultants
4.	Electrical
5.	EPC Contractors for Network
6.	EPC Contractors for STP
7.	General
8.	Information Technology
9.	Instrumentation
10.	Mechanical
11.	Operations

## 2. Registration Process for different categories of vendors:

### Vendor Category – I:-“SMEs/Agent/Dealer/Distributor/Stockist/Trader/Service Providers/ (STP/Network)”

Shall apply for online registration through I-Supplier Portal via Haya Water website [www.haya.om](http://www.haya.om).

### Vendor Category – II: - “Manufacturers”

Shall download “Vendor Registration Form – Goods or Services” from Haya Water website [www.haya.om](http://www.haya.om). Fill-up the required information and shall upload the filled-in “Vendor Registration Form – Goods or Services” along with supporting documents through I-Supplier Portal via Haya Water website [www.haya.om](http://www.haya.om).

**Note:** Vendors applying for Product or Service approval Shall download “Vendor Registration Form – Goods or Services” from Haya Water website [www.haya.om](http://www.haya.om). Fill-up the required information and shall send the filled-in “Vendor Registration Form – Goods or Services” along with supporting documents by mail/ flash memories.



**3. General Instructions:**

1. Ensure all the mandatory information's are filled up and supporting documents are submitted as applicable.
2. Vendor management section will inform the registration status to all applicants via online/email notification.
3. Vendor management section shall issue a letter only to vendors applying for product approval. Rest all vendors will get online/email notification.
4. In case any vendor fails to meet the minimum criteria, their submission shall be rejected and communicated via online/email indicating the reasons.

**4. Online Vendor Registration Process:**

The Oracle Vendor Registration application works better on Internet Explorer (IE) Version 11 or above. If you are using another browser or using Internet Explorer version 10 or below, you may lose system or application functionality.”

Step 1: Logon to Haya Water Website [www.haya.om](http://www.haya.om)

Step 2: Click \*Business with us\*.

Step 3: Click \*Vendor Registration or SME Registration (Small & Medium Enterprises registered with Riyada only)

Step 4: Click \*Vendor Registration Guideline.

Step 4: Click Vendor online registration.

Step 5: Fill Online vendor registration page;

- Page 1 - Basic Information
- Page 2 - Company Details
- Page 3 - Additional Information
- Page 4 – Attachments

Step 6: Click \*Submit\*.

Step 7: Autogenerated email acknowledgement will be sent to the registered email of the vendor

Step 8: Check for completeness of online application by Haya Water Vendor Management Section.

Step 9: Autogenerated email notification will be sent with the registration details and status of registration to the registered email of the vendor.

Step 10: System will generate User ID & Password for accessing Haya Water Portal for participating in RFQs/Closed and Open Tenders of Haya Water.

**5. Eligibility Criteria to be registered as a vendor:**

**SME Eligibility Criteria:** Any enterprise engaged in an economic activity, which is 100% owned & managed by Omani Nationals, having valid commercial registration in the Sultanate of Oman and registered with Riyada.

The SME's classification is as follows;

Enterprise Size	Head Count	Annual Sales Turnover
Micro	1 to 10 workers;	Less than RO 150,000
Small	11 to 50 workers;	RO 150,000 – RO 1,250,000
Medium	51 to 150 workers;	RO 1,250,000 – RO 5,000,000



## 6. Conflict of Interest

In pursuance to the Royal Decree no. 36/2008, Issuing the Tender Law: Article 6: Employees of entities subject to this Law shall not, directly or indirectly, submit tenders or offers to these entities. Further, and without prejudice to Royal Decree No. 39/82, and the interpretation thereof, no items shall be purchased from them nor shall execution of works or provision of services be assigned to them; provided that in the case of necessity the purchase of their writings and works of art or assigning to them execution of works or provision of services shall be in accordance with a reasoned decision of the head of the relevant entity within limits not exceeding five thousand Omani Riyals and the decision of the Ministry of Finance if the sum exceeds that limit. Provided further, that they shall not in any manner, participate in the process of the assignment.

Based on the above, Haya Water will not register the said category.

## 7. What does it mean to be a Registered Vendor?

**Open Tender:** Vendors need to be registered with Haya Water in order to participate in Open Tenders for bidding opportunities.

**Closed Tender/Request for Quotation:** Vendors need to be registered with Haya Water in order to participate in Closed Tender/Request for Quotation shall be used for the procurement of goods and services (for minor value).

### Note:

1. Registered vendors will be expected to maintain their Vendor Registration details file (Online and shall intimate Haya Water of any significant business changes).
2. Registered vendors may be asked to submit updated and/or provide additional information that may be used in determining the vendor's ability to participate in specific requests for proposals for any form of procurements, where additional qualification criteria, specific to the requirement, have been determined.
3. Vendor registration does not guarantee any business without competition. Registration as a vendor with Haya Water means that the vendor shall be invited to participate in Open Tender/Closed Tender/ Request for Quotation.

## 8. Types of registration with Haya Water is as follows:

- a. New registration
- b. Renewal
- c. Change of vendor information

### a) New Registration

A new registration is an application from a vendor that has not previously registered with Haya Water. The vendor must fulfil the registration criteria and requirements. The registration period is for three years and the vendor must fulfil the requirements according to their category or specialization.

### b) Renewal

Registration renewal is an application to extend the registration certificate. A vendor must apply at least thirty (30) days before the expiry of the certificate.

The following guidelines may be followed regarding the requirement of a visit to the premises of the vendor.

- i. In case the vendor applies for renewal of registration for only that type of material/product/equipment for which it had been initially registered, and the performance of the vendor during the period of past three years of initial registration remains satisfactory without any adverse feedback, the registration of vendor will be considered for renewal. In such cases, where there are no changes in the infrastructure, no visit to the vendor's premises is required. In case there are infrastructure changes, it is up to the initiating/recommending authorities of Haya Water to take a view on whether a visit is necessary.



ii. In cases other than (i) above, where the vendor applies for additional types of material/product/equipment, or the performance of the vendor was not satisfactory for any or all the material/product/equipment for which the vendor was registered during the past three years, the vendor will be asked to submit all the documents afresh for considering their registration and a re-verification visit by the initiating/recommending authorities of Haya Water will be undertaken.

**c) Change of Vendor Information**

All vendors are required to notify Haya Water of any change of vendor information within thirty (30) days of the change. The registration with Haya Water will become invalid, if they fail to do so.

**9. Vendor Registration Fee**

Vendors applying for registration with Haya Water shall deposit a non-refundable fee as vendor registration fee to Haya Water account given below;

Registration Type	Fee (RO)
New Vendor Registration	100

\* Any or all costs and expenses incurred by the applicants for vendor registration including presentations, if required, shall be at the applicant's expense and will not be reimbursed by Haya Water in any case.

\* SMEs (Micro/Small/Medium Enterprises) are exempted from Vendor Registration Fees.

**Haya Water Bank Account Information**

<b>Name</b>	Haya Water (Oman Wastewater Services Co)
<b>Bank Name</b>	Bank Muscat (SAOG)
<b>Bank Branch</b>	Corporate Branch
<b>Bank Address</b>	PO Box 134, PC 112 Ruwi, Sultanate of Oman
<b>Swift</b>	BMUSOMRXXXX
<b>Account Number</b>	0423 01092 1300017



#### 10. Document Requirements from all Categories of Vendors:

Vendors, who are interested in registration with Haya Water for supply of goods and services, shall fulfill the following requirements:

The vendor who does not meet these requirements will not be considered for further scrutiny and their application would be summarily rejected.

##### **For SMEs (Micro/Small/Medium Enterprises)**

- ⇒ Company Profile shall be submitted. (If available)
- ⇒ Valid copy of Riyada Identity Card, if not available, registration with Riyada mandatory.
- ⇒ Valid copy of Commercial Registration Certificate, (Complete CR Paper Set). (Mandatory)
- ⇒ Valid copy of Registration Certificate issued by Oman Chamber of Commerce and Industry. (Mandatory)
- ⇒ Staff head count details from Ministry of Manpower showing the registration of employees. (Mandatory)
- ⇒ Bank Account details in a letter stamped by the Bank (or) in the company letter head signed and stamped by the authorized person. (Mandatory)
- ⇒ Annual sales turnover for last three years, (If available).
- ⇒ Tax Card / Certificate. (Mandatory)
- ⇒ Work experience. (LOA/PO Copies from other clients, Performance Letter / Job Completion Letter etc.) (Mandatory)

##### **For Authorized Agent/Dealer/Distributor/Stockist/Trader**

- ⇒ Authorization letter from the principal. (Applicable only for Agent /Dealer/Distributor).
- ⇒ Company Profile shall be submitted. (Mandatory)
- ⇒ Certificate of incorporation of the firm (Applicable only for foreign companies)
- ⇒ Valid copy of Commercial Registration Certificate, (Complete CR Paper Set). (Mandatory for Local Companies)
- ⇒ Valid copy of Registration Certificate issued by Oman Chamber of Commerce and Industry. (Mandatory for Local Companies)
- ⇒ Staff head count details from Ministry of Manpower showing the registration of employees. (Mandatory for Local Companies)
- ⇒ Bank Account details in a letter stamped by the Bank (or) in the company letter head signed and stamped by the authorized person. (Mandatory)
- ⇒ Registration Fees payment slip (Mandatory)
- ⇒ Annual sales turnover for last three years; (from audited balance sheet) (or) a self-declaration showing the income for last three years; (Mandatory)
- ⇒ Tax Card / Certificate (Mandatory for Local Companies)
- ⇒ Work experience. (Mandatory) (LOA/PO Copies from other clients, Performance Letter / Job Completion Letter etc.)

##### **For Service Providers/ Consultants (STP/Network)”**

- ⇒ Company Profile shall be submitted. (Mandatory)
- ⇒ Certificate of incorporation of the firm. (Only for Foreign Companies)
- ⇒ Valid copy of Commercial Registration Certificate, (Complete CR Paper Set, Mandatory for Local Companies)
- ⇒ Valid copy of Registration Certificate issued by Oman Chamber of Commerce and Industry. (Mandatory for Local Companies)
- ⇒ Staff head count details from Ministry of Manpower showing the registration of employees. (Mandatory for Local Companies)
- ⇒ Bank Account details in a letter stamped by the Bank (or) in the company letter head signed and stamped by the authorized person. (Mandatory)
- ⇒ Registration Fees payment slip (Mandatory)
- ⇒ Annual sales turnover for last three years; (from audited balance sheet) (or) a self-declaration showing the income for last three years; (Mandatory)
- ⇒ Tax Card / Certificate (Mandatory for Local Companies)
- ⇒ Work experience. (Mandatory) (LOA/PO Copies from other clients, Performance Letter / Job Completion Letter etc.)



- ⇒ Enrollment as “Registered Vendors” in other firms. (If available)
- ⇒ Valid copies of ISO 9001/ ISO 14001 & OHSAS 18001 / ISO 45001 Certificates. (If available)
- ⇒ Quality, Health, Safety and Environmental Policy, Manual & Procedures. (If available)

#### **For Manufacturer**

In case the Manufacturer prefers to operate only through local representatives, then they may authorize the bonafide local representatives to apply for registration. At any point of time, if the Manufacturer wishes to change the local representative, the same shall be communicated to Haya Water. Based on the details submitted in the Vendor application, further assessment would be done by inspecting their shop floor capabilities and infrastructure available, by Haya Water and its authorized representatives, if required. Misinformation, if any, will make the registration liable for cancellation.

**a. Mandatory Requirements:** Shall download “Vendor Registration Form – Goods” from Haya Water website [www.haya.om](http://www.haya.om). Fill-up the required information and shall upload the filled-in “Vendor Registration Form – Goods” along with supporting documents through I-Supplier Portal via Haya Water website [www.haya.om](http://www.haya.om).

**Note: For Vendor Category-II, applying for Goods (Item/Product/Material/Equipment/Technology) Vendor application shall be evaluated and recommended for registration based on the following conditions:**

C-1. Any Item/Product/Material/Technology/Service having approval from the bench marking companies in Oman namely PDO/ORPIC/PAEW/MRMWR/MEDC, shall be added to the Haya Water Approved vendor list without factory evaluation. Vendor Management Section shall verify the following certificates during initial review, prior to sending to Asset Management;

- ⇒ PDO/ORPIC/PAEW/MRMWR/MEDC Vendor Approval Certificate.
- ⇒ Satisfactory Performance Letter/Certificate/Reports from PDO/ORPIC/PAEW/MRMWR/MEDC Engineering Team.
- ⇒ Asset Management may request additional performance letters, if required. Asset Discipline Engineer may put conditions of factory visit at MAS approval stage for critical item/product/material/technology/service as per required.

C-2. Any Item/Product/Material/Technology/Service installed in HAYA Water Projects/Operations & Maintenance and performing satisfactorily for at least three to five years period without any major problem, shall be added to the Haya Water Approved vendor list without factory evaluation based on O&M/ Projects feedback. Respective discipline Engineer shall coordinate with O&M for the feedback about the item/product /material required to be added as per applicable.

- ⇒ Satisfactory Performance feedback from Haya Water Operations & Maintenance Division.
- ⇒ Asset Discipline Engineer may put conditions of factory visit at MAS approval stage for critical item/product/material/technology/service as per required.

C-3. Any Item/Product/Material/Technology/Service qualified and recommended by Projects Division during the Bid Evaluation Stage, shall be added to the Haya Water Approved vendor list after conducting the factory/site visit and should be found acceptable. Respective discipline Engineer shall coordinate with Projects Division for the feedback/Site Visit Report on the item/product /material/technology/service and shall be added to the Haya Water Approved vendor list.

- ⇒ Asset Discipline Engineer may put conditions of factory visit at MAS approval stage for critical item/product/material/technology/service as per required.

C-4. Any internationally well-known & quality reputed item/product/material/Technology/Service with established track record of 10 years in the field can also be included in the Haya Water Approved vendor list without factory evaluation with comments, if any. Asset Discipline Engineer may put conditions of factory visit at MAS approval stage for critical item/product / material as per required.



C-5. Any new Item/Product/Material/Technology/Service proposed by a vendor who doesn't have any reference in Oman (nor) approval from the bench marking companies in Oman namely PDO/ORPIC/PAEW/MRMWR/MEDC shall be evaluated strictly in accordance with Haya Water Standards/Specifications and gives their recommendation.

#### **11. Evaluation of Applications:**

- ⇒ Haya Water's vendor management team will evaluate the applications received with enclosures for meeting the minimum requirements and Haya Water's decision will be final.
- ⇒ Any information / clarification required by Haya Water during evaluation must be given expeditiously.

**Note: Based on the evaluations, VMT shall give any of the following recommendations within the stipulated period;**

- ⇒ Vendor is not up to the mark or there are sufficient Vendors and adding a new Vendor to Haya Water would not give any benefit to Haya Water. VMT will intimate the Vendor accordingly.
- ⇒ Vendor can be considered provided he makes improvements in the indicated areas.
- ⇒ Vendor can be considered but capacity to be verified by visiting the Vendor works.
- ⇒ Haya Water's Vendor management team shall conduct Vendor survey/Vendor site visit if required for capacity verification.
- ⇒ VMT Key members will form Vendor evaluation team consisting members from Corporate Support Division, Asset Management Division and one member from concerned user division. The team shall comprise of three members (If required).
- ⇒ Vendor Survey / Vendor site visit should endorsed by the respective Division GM and final approval by Haya Water CEO.
- ⇒ Vendor Survey / Vendor Site visit Involving Travel, Lodging & Travel advance for local, regional and overseas Vendors shall be in line with Haya Water HR policy.
- ⇒ VMT Key members will review the Vendor site visit report of the Vendor evaluation team and will give final recommendations.
- ⇒ Based on the recommendation of VMT Key members, enlistment of Vendor shall be done.

#### **12. Clarification of Applications:**

Haya Waters, at its discretion, ask any Applicant for a clarification of its application which shall be submitted within a stated reasonable period of time. If an Applicant does not provide clarifications of the information requested by the date and time set in the request for clarification, its application will be rejected. All clarification responses shall be submitted to Haya Water by mail.

#### **13. Right to Accept or Reject Applications**

Haya Water reserves the right to accept or reject any application and to annul the approval process at any time without giving reasons and without any liability, financial or whatever nature.

##### **i. Improvement Note**

If a Vendor has the capability to be considered as an approved source provided he makes some improvement in the indicated areas shall be enlisted after taking approval from the concerned approving authority and VMT should ensure that Vendor has met the criteria within two months period.

##### **ii. Rejection Note**

In case if a Vendor is found not up to the mark during assessment, the individual / entity shall be issued with a rejection note indicating the reasons for rejection;



**14. Issue of Vendor Registration Notification Letter**

Vendor Registration Notification Letter shall be issued to vendors who apply for product approval of materials/products/equipment with Haya Water. The contents of Vendor Registration Notification Letter shall be as follows & following fields must be recorded in the computer system;

- Vendor code
- Date of registration
- Vendor Registration Entry Number
- Vendor Name
- Registration category (Goods/Service)
- Specific Item/Product/Material/Service Name
- Specific Process name shall be specified in case of process Vendors such as Machining, Forging, Casting, Pressing etc. which the Vendor is capable of processing/ manufacturing.
- Necessary Specifications/Dimensions/Weight/Tolerance/Limits shall be specified wherever applicable.
- Specific technology name shall be specified.
- Condition for registration shall be specified.
- If a Vendor has been registered for more than one item, indicate the list of items or the process for which they are granted registration.

**15. Vendor Assessment Fee:**

Haya Water’s vendor management team will conduct vendor survey / vendor site visit if required for capacity verification. In such case vendors will be asked to deposit a nonrefundable fee to Haya Water Finance Department as assessment fee;

Category No	Vendor Type	Locations	Fee (RO)
1	Local vendors	Oman	500
2	Regional Vendors	GCC	2,500
3	Foreign Vendors - A	Europe, Turkey, Serbia, Malaysia, India and Equidistance locations	3,500
4	Foreign Vendors – B*	China, America, Canada, UK Equidistance locations	5,000

\* In case of equidistance locations, travelling cost will be confirmed by Haya Water Vendor Management Team.

\* Locally based SMEs (Micro/Small/Medium Enterprises) within 50Kms distance from Haya Water location shall be exempted from vendor assessment fee.

\* Haya Water will bear all the expenses for its vendor management team involving in vendor survey / vendor site visit (which includes travel, lodging & local conveyances at vendor location) in line with Haya Water HR policy.





#### **16. Vendor Evaluation Period:**

Vendor registration status shall be intimated to vendors by Haya Water vendor management team through email only.

- ⇒ Maximum 15 working days for applications handled by Vendor Management Section only for Part-A Evaluation. (Which doesn't requires vendor survey/vendor site visit)
- ⇒ Maximum 60 working days for applications handled by Vendor Management Section along with Engineering Department covering Part-A, Part-B & Part-C Evaluation. (Which doesn't requires vendor survey/vendor site)
- ⇒ Maximum 90 working days for applications handled by Vendor Management Section along with Engineering Department covering Part-A, Part-B & Part-C Evaluation. (Which requires vendor survey/vendor site involving Visa Process)

#### **17. Delisting Product/Service**

All approved Vendors must participate in all RFQs/tenders issued by Haya Water for those items for which they are registered. Head of Vendor Management & SME may recommend removing or suspending any vendor whos