

Vendor Registration Guidelines

Oman Water & Wastewater Service Company vendor management system is endeavoring to maintain a list of vendors for the procurement of goods and services. The registration of Vendors with OWWSC intends to ensure that Purchases are made from proven, technically capable, and financially viable Vendors. The registered vendor will get intimation of OWWSC Open Tenders/Closed Tenders/Request for Quotation's on their registered email address.

1. About Vendor Registration:

In order to do business with OWWSC, 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:

“SMEs/Agent/Dealer/Distributor/Stockist/Trader/Service Providers/ (STP/Network)/Manufacturers”

Shall apply for online registration through I-Supplier Portal via OWWSC website www.owwsc.nama.om.

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 registration confirmation.
4. In case any vendor fails to meet the minimum requirement, 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 OWWSC Website www.owwsc.nama.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 OWWSC 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 OWWSC Portal for participating in RFQs/Closed and Open Tenders.

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, OWWSC will not register the said category.

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

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

Closed Tender/Request for Quotation: Vendors need to be registered with OWWSC 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 OWWSC 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 OWWSC means that the vendor shall be invited to participate in Open Tender/Closed Tender/ Request for Quotation.

8. Types of registration with OWWSC 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 OWWSC. 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 OWWSC 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 by mail/flash/CD for considering their registration and a re-verification visit by the initiating/recommending authorities of OWWSC will be undertaken.

c) Change of Vendor Information

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

9. Vendor Registration Fee

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

Registration Type	Fee (RO)
New Vendor Registration	100 + 5% VAT

* 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 OWWSC in any case.

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

OWWSC Bank Account Information

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

10. Document Requirements from all Categories of Vendors:

Vendors, who are interested in registration with OWWSC 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. (Mandatory)
- ⇒ 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 Works 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)
- ⇒ VAT Certificate (If available)
- ⇒ Work experience. (LOA/PO Copies from other clients, Performance Letter / Job Completion Letter etc.) (Mandatory)
- ⇒ 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 Authorized Agent/Dealer/Distributor/Stockist/Trader/Service Provider/Consultant (STP/Network)

- ⇒ 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 Works 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)
- ⇒ VAT Certificate (Mandatory for Local Companies)
- ⇒ Work experience. (Mandatory) (LOA/PO Copies from other clients, Performance Letter / Job Completion Letter etc.)
- ⇒ 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

The Manufacturer Should registered only through local representatives, 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 OWWSC.

Based on the details submitted in the Vendor application, further assessment would be done by inspecting their shop floor capabilities and infrastructure available, by OWWSC 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 OWWSC website www.owwsc.nama.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 OWWSC website.

Note: 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/OQ/MEDC/MOI, shall be added to the OWWSC Approved vendor list without factory evaluation. Vendor Management Section shall verify the following certificates during initial review, prior to sending to Asset Management;

- ⇒ PDO/OQ/MEDC/MOI Vendor Approval Certificate.
- ⇒ Satisfactory Performance Letter/Certificate/Reports from PDO/OQ/MEDC/MOI 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 OWWSC Projects/Operations & Maintenance and performing satisfactorily for at least three to five years period without any major problem, shall be added to the OWWSC 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 OWWSC 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 OWWSC 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 OWWSC 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 OWWSC 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/OQ/MEDC/MOI shall be evaluated strictly in accordance with OWWSC Standards/Specifications and gives their recommendation.

11. Evaluation of Applications:

- ⇒ OWWSC vendor management team will evaluate the applications received with enclosures for meeting the minimum requirements and OWWSC decision will be final.
- ⇒ Any information / clarification required by OWWSC 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 OWWSC would not give any benefit to OWWSC. 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.
- ⇒ OWWSC Vendor management team shall conduct Vendor survey/Vendor site visit if required for capacity verification.
- ⇒ Vendor Survey / Vendor site visit should be endorsed by the respective Division GM and final approval by OWWSC CEO.
- ⇒ Vendor Survey / Vendor Site visit Involving Travel, Lodging & Travel advance for local, regional and overseas Vendors shall be in line with OWWSC HR policy.

12. Clarification of Applications:

OWWSC, 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 OWWSC by mail.

13. Right to Accept or Reject Applications

OWWSC 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 OWWSC.

15. Vendor Assessment Fee:

OWWSC 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 OWWSC Finance Department as assessment fee;

Category No	Vendor Type	Locations	Fee (RO)
1	Local vendors	Oman	500 + 5%VAT
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 OWWSC Vendor Management Team.

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

* OWWSC 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 OWWSC HR policy.

16. Vendor Evaluation Period:

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

- ⇒ Maximum 15 working days for applications handled by Vendor Management Section. (Which doesn't requires vendor survey/vendor site visit)
- ⇒ Maximum 60 working days for applications handled by Vendor Management Section along with Engineering Department (Which doesn't requires vendor survey/vendor site)
- ⇒ Maximum 90 working days for applications handled by Vendor Management Section along with Engineering Department (Which requires vendor survey/vendor site involving Visa Process)

17. Delisting Product/Service

All approved Vendors must participate in all RFQs/tenders issued by OWWSC for those items for which they are registered.

Vendor Management Head may recommend removing or suspending any vendor whose constant performance is noticed unsatisfactory.