

VENDOR REGISTRATION GUIDELINES

1. REGISTRATION PROCEDURE

1. Vendor Registration forms shall be downloaded from Haya Water website: www.haya.com.om only and forms will not be issued through any other mode.

2. The Vendor Registration Form has three parts:

Part A	Organizational Information	Form no. FOM-FIN-002
Part B	Quality Competence	Form no. FOM-FIN-002
Part C	Technical Competence	Form no. FOM-FIN-002

The set of formats to be filled by all categories of Vendors is as follows:

ITEM	VENDOR CATEGORY	FORMATS	FORM NO	REV
a.	Manufacturers	PART A - Organizational Information PART B - Quality Competence PART C - Technical Competence	FOM-FIN-002	2
b.	Contractors	PART A - Organizational Information PART B - Quality Competence PART C - Technical Competence	FOM-FIN-002	2
b.	Consultants	PART A - Organizational Information	FOM-FIN-002	2
c.	Service Providers	PART A - Organizational Information	FOM-FIN-002	2
d.	Agents/Dealers/ Distributors/Stockist/ Traders	PART A - Organizational Information	FOM-FIN-002	2
e.	SME	SME Registration Form	FOM-FIN-011	1

2. All sheets of above forms are to be filled up and signed by the authorized signatory.

3. Incomplete forms are likely to be rejected and if any question is not applicable or relevant to your organization, please mention accordingly.

4. Please attach separate sheet if the space provided is insufficient.

5. For any other information also, separate sheet may be attached.

6. Please ensure that all required enclosures are attached with the filled up Vendor Registration Form and list of enclosures is given as required.

7. Once applications with necessary enclosures are uploaded in Haya Water website: www.haya.com.om save the data, applicants will receive acknowledgement of registration with a registration number.

8. Please note that mere submission of duly filled in registration form does not guarantee any vendor as approved vendor of Haya Water, all vendors will be evaluated for technical and commercial capabilities to qualify them as approved vendor.

9. On receipt of filled-up vendor registration forms, Haya Water Vendor Management Team will scrutinize the forms and will assess all vendor applications against predefined vendor evaluation criteria and will inform all vendors accordingly within one month.

2. 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.

3. CLARIFICATION OF REGISTRATION DOCUMENT

Any clarification with respect to registration may be obtained from the Vendor Management Team of Haya Water through email vmt@haya.com.om only.

4. VENDOR REGISTRATION FEE

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.

All Vendors shall deposit a nonrefundable fee as registration fee to Haya Water Finance Department.

Fresh Registration - OMR 100

Additional Product / Service - OMR 50

Note: SMEs are exempted from vendor registration fees.

5. DOCUMENTS TO BE SUBMITTED BY LOCAL COMPANIES

All Omani companies, the branch offices of foreign companies and local agents of foreign companies situated in Oman must comply with the Sultanate of Oman Legal and Commercial requirements, as a minimum, including the following;

- Copy of Registration Certificate issued by Oman Government Tender Board.
- Copy of Registration Certificate issued by Oman Ministry of Commerce's Commercial Registration Department showing ownership details, area of business, place etc.
- Copy of License approval issued by Oman Ministry of Commerce and Industry (MCI).
- Copy of Agency Certificate issued by Oman Ministry of Commerce and Industry (MCI) if local company is representing any foreign company.
- Copy of Manufacturer Permit issued by Oman Ministry of Commerce and Industry (MCI) if local company is the manufacturer.

- Copy of manufacturer or stockist distribution letter issued by Oman Ministry of Commerce and Industry (MCI) if local Company is a distributor in following categories (Civil, General, Computer, telecoms, Safety, Hand Tools, Lubricants, Marine Products, Welding Consumables & Chemicals).
- Distributor shall submit principal's distributor agreement copy.
- Copy of Membership Certificate from Oman Chamber of Commerce and Industry (OCCI)

6. DOCUMENTS TO BE SUBMITTED BY GCC & INTERNATIONAL COMPANIES

1. In order to do business in Oman, it is necessary for a foreign natural or juridical person to comply with laws governing foreign business activity. If the applicant has no registration in the Sultanate of Oman, he has to take all necessary action to register the firm in accordance with the rules and regulations prevalent in the Sultanate of Oman.

(Refer web site: <http://www.tenderboard.gov.om> for more details)

2. Companies already registered with Oman Government Tender Board should submit following documents as a minimum, including the following;

- Copy of Registration Certificate issued by Oman Government Tender Board.
- Copy of Registration Certificate issued by Oman Ministry of Commerce and Industry Commercial Registration Department showing ownership details, area of business, place etc.
- Copy of License approval issued by Oman Ministry of Commerce and Industry (MCI).
- Copy of Agency Certificate issued by Oman Ministry of Commerce and Industry (MCI) for agents supplying materials from overseas (An agency agreement must be in writing and registered with the agency registrar at the Oman Ministry of Commerce and Industry. Agreements signed abroad must be duly legalized by the Omani embassy)
- Copy of agency agreement between agent and principal with the list of products included in the agreement.
- When contracts are awarded directly to foreign companies, they will be required to register a branch office and should submit a copy of commercial registration certificate.
- Authenticated certificate of incorporation from the country of origin should be submitted.

7. DOCUMENTS TO BE SUBMITTED BY ALL VENDORS (LOCAL, REGIONAL (GCC) & INTERNATIONAL COMPANIES)

Company Profile covering following details;

- Factory Layout chart
- Organizational structure, Hierarchy levels, Ownership details, Employee details, list of authorized representatives etc.
- Goods (or) Services list, Product Drawings, Technical datasheets, Specification sheets, Catalogues of the products which the company is applying registration for.
- Production facilities, Tool room facilities, R&D facilities & Special Processes facilities.

- Audited Financial Statements.
- Bank Details on the company's letter head including Bank Name, Branch Name, Account Holders Name, Bank Key (Sort Code, ABA, BLS, Swift code etc), IBAN Number, Invoice Currency, Account Number, Country, Signature and Name, Title of the Account's authorized person.
- Certification details (ISO,HSE,EMS, OHSAS, any other certificates)
- HSE Policy, HSE Manual, HSE Audits & Inspection reports, HSE Trainings conducted (If any), HSE records for last 5 years, emergency response procedure, Hazard identification and management, Monitoring methodology of sub-contractor HSE management system, Accident Reporting and investigation system, HSE performance data management.
- Quality Assurance and Quality Management system details, Quality manual, Quality system procedures, Calibration procedures, Inspection facilities, Testing facilities, Quality control lab facilities, Inspection plan, Quality Assurance plan etc.
- Vendor Ratings / Feedback reports from other customers.
- If any Product / Service has got approval for self certification by any other customer (If yes attach proof).
- Product compliance certificate for product safety, electromagnetic compatibility (EMC), hazardous locations, quality etc
- Details of Hazardous Chemicals, Items being used. (If any)
- Product approval certificates (PED, CE Marking, UL approved, CSA, any other certificates)
- Type test certificates (IP, ATEX, KEMA, CCOE, NACE, 3.1cert, Dual Material certificate, any other certificate)
- Detailed customers list.
- Previous experience details showing value of contracts completed in the past years, duration of current contracts, contracts completed on time & within budget, Contracts awarded as main contractor (or) subcontractor, details of future contracts etc. (At least three contactable references of previous/current contracts should be submitted)
- Detailed list of Suppliers & Sub-contractors.
- Details of Principal (or) Agents / Dealers / Distributors / Stockist / Traders etc.
- Legal Documents for any ongoing or outstanding dispute or claim in a civil or criminal court, parties involved, date of dispute filed, name of companies involved, current legal status of dispute and the date of that status (If any).

8. 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.

9. 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 non refundable 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.

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).

9. VENDOR EVALUATION PERIOD

Status of vendor registration will be intimated by Haya Water vendor management team through email only.

- Maximum 60 working days incase vendor survey / vendor site visit is not required
- Maximum 90 working days following receipt of assessment fees incase vendor survey / vendor site visit is required.

10. REGISTRATION RENEWAL

Incase if a principal wishes to change their local agent they have to clearly inform Haya Water through email vmt@haya.com.om and should submit following documents;

- Copy of Registration Certificate issued by Oman Government Tender Board.
- Copy of Registration Certificate issued by Oman Ministry of Commerce's Commercial Registration Department showing ownership details, area of business, place etc.
- Copy of License approval issued by Oman Ministry of Commerce and Industry.
- Copy of Membership Certificate issued by Oman Chamber of Commerce and Industry.
- Letter from the Principal or Agent / Dealer / Distributor / Stockist indicating the change.
- Copy of new agreement between the Principal and Agent / Dealer / Distributor / Stockist.
- List of products or services agreed between Principal and Agent / Dealer / Distributor / Stockist.

11. DELISTING PRODUCT / SERVICE

Registered vendors must participate in all RFQs/tenders issued by Haya Water for those items for which they are registered. Non-participation for three consecutive tenders for a particular category will entail de-listing of product / services. An investigation will be carried out by vendor management team before delisting of product / service and will inform the vendor in writing explaining the reasons for delisting.

Delisted vendor can participate in bidding process for open tenders and should qualify for registration again with Haya Water.

12. APPROVED VENDOR STATUS

Vendors who qualify in the evaluation stage will be awarded with approved vendor status by issuing a vendor registration certificate & vendor code. Evaluation results will be communicated through email only & the vendor name will be posted in Haya Water website under the "Approved vendor list".