

United Arab Emirates

Ministry of Education

Supplier Manual at the Ministry of Education

Introduction

Out of the Ministry's concern for the satisfaction of customers and happiness of suppliers, and on the occasion of the adoption and approval of the Digital Procurement Procedures Manual for the Federal Government pursuant to Minister of Finance Resolution No. (142) of 2021, we would like to present a simplified manual for suppliers to help them, define the role of the supplier, the mechanism of its registration, and the standards of its qualifications, and to concisely clarify the supplier's performance and risks in order to ease its access to its obligations and duties. Suppliers can also refer to the Digital Procurement Procedures Manual for the Federal Government pursuant to review the details and procedures to be followed.

Supplier Registration

Suppliers are registered digitally in the database of the Ministry of Finance, through a unified registration link provided on the website, explaining the registration conditions and requirements.

Suppliers are self-registered through the system, by submitting their communication details when registering in the system, and the classification to which the supplier belongs is determined, along with supporting the selection by providing all the required data and information according to the classification to which the supplier belongs. The system conducts an automatic double check to verify the data.

In the event of repetition, the previously-registered suppliers will be rejected and notified of the same. In the event of any change in the classification, the supplier's data in the system will be updated.

This excludes the beneficiary registration process that is carried out by the Ministry of Education in coordination between the requesting department and the Ministry of Finance to register the beneficiary.

Definition of the Beneficiary

Beneficiary is an individual who is entitled to a financial compensation from the Ministry of Education in exchange for services or goods sold. However, a beneficiary shall be categorized as a one-time beneficiary only in order to be provided with the compensation.

Beneficiary Registration Conditions

1. Approval from the Ministry of Finance to the registration request.
2. The approved application shall contain a form for the reasons and justifications, along with a statement of the recommendations of the entity requesting the beneficiary registration.
3. The beneficiary submits its information through the joint link of the Ministry of Education, and the beneficiary bears responsibility for the accuracy of the evidence provided on the digital system.

Viewing Tenders

Upon registration, suppliers shall accept the terms and conditions contained in the Digital Procurement Procedures Manual for the Federal Government, and the supplier will be able to view the tenders and related details in the system. Suppliers shall complete the procedures in order to be qualified to participate in the tenders submitted. Unregistered suppliers can view the public tenders that are published on the website by the Ministry.

Types of Suppliers

Suppliers are of the following types

Domestic Supplier	Companies who are located and provide goods and/or services in the UAE but are not located in a UAE Free Zone area
Free zone Supplier	Companies that are in Free Zone area inside the UAE
Foreign Supplier	Companies located outside of UAE and without a branch in UAE
Productive Family	Emirati family with a modest income or without income, one of its members or a group of them produce goods or provide services that are sold to obtain a financial return that contributes to raising their standard of living.
Freelancer	Individuals residing in the UAE or outside who have a Freelancer license and can provide services to Federal Entities
Small & Medium Enterprises (SMEs)	Small and Medium enterprises shall be defined as per the approved definition by the Ministry of Economy as clarified in the table below.

Categorization of Small & Medium Enterprises (SMEs)

Sector	Category	Number of Employees	Annual revenues in dirhams
Commerce Sector	Micro	<5	< 3 million
	Small	6-50	< 50 million
	Medium	51-200	< 250 million
Industry Sector	Micro	9>	> 3 million
	Small	100-10	> 50 million
	Medium	101-250	>250 million
Service Sector	Micro	<5	> 3 million
	Small	50-6	> 20 million
	Medium	200-51	> 200 million

Supplier Qualification

It is a process that the supplier undertakes in order to be able to participate in the tenders submitted by the federal authorities. The process includes an assessment of the technical capabilities of the relevant supplier and quality verification (conducting field visits/ and field pilot trials) to verify the health requirements and safety conditions. The entire process is done on the digital procurement system.

Qualification criteria include the following aspects:

- The company's structure and ownership (company type/ valid commercial license)
- The company's record (a reliable business reputation and a record of similar works / services previously performed over the last three years)
- Quality Assurance
- Availability of previous experience in domestic market
- Health and Safety Management System/ Environmental Management System (if needed).
- Possibilities of supply (compared to the needs of the federal entity)
- Sustainable procurement (value for money).
- The financial position of the company.
- Submitting a record and certificate of the national added value (if any) as part of the qualification.

Appendix No. (1) below is a summarized table. The supplier shall provide the information contained therein and upload the necessary documents related to the type under which the supplier is categorized. It contains a summary of the documents to be submitted according to the type of supplier.

Supplier Performance and Risks

1. This process is conducted regarding suppliers of the strategic and critical categories on an annual basis on the date of the contract conclusion or at the end of the contract term. This process involves measuring the supplier's performance (as a precaution) in order to obtain formal feedback from the

organizational unit and identify areas for development and any risks related to the supplier concerned.

2. The process of analyzing the supplier performance and risks is carried out digitally throughout all its stages on the digital procurement system.
3. The main objective of this process is to review and evaluate the suppliers' relationships in order to provide adequate feedback to the supplier and procurement organizational unit, and identify areas for improvement to enhance the scope of ongoing engagement. Suppliers' performance review is of paramount importance as it reduces the risks resulting from the low level of supplier performance and reduce the financial losses (if any) resulting from the excessive reliance on suppliers where the federal entity incurs large expenses.

Supplier Performance Evaluation

Supplier performance is evaluated according to the standards and guidelines using the following measures:

- Service performance level
- Quality of products and services (including on-time deliveries).
- The degree of organization and management.
- Any differences or conflicts.
- Points recorded in the KPIs on an ongoing basis (if any).
- Other criteria

The following criteria is followed to identify suppliers with poor performance, including, but not limited to:

- Suppliers' failure to meet the KPIs throughout three consecutive quarterly reviews of their works.
- Recording a total score of less than 2 (out of 5) as a result of the procurement performance review.
- Issuance of more than 3 escalation reports by the requesting organizational unit each year regarding the issues relating to poor performance or quality.
- The Procurement Organizational Unit, in cooperation with the requesting organizational unit, may (whenever necessary) remove the suppliers and give up on their services based on their performance. (circulate this to departments)
- If the supplier's performance is significantly below the standard level, the Procurement Organizational Unit (in cooperation with the requesting organizational unit) may conduct a new tender to test an alternative supplier.
- Annual questionnaires are sent to strategic and critical suppliers to obtain their observations and feedback on procurement processes and identify areas for improvement.
- After obtaining the suppliers' feedback, a list of strategic initiatives is prepared with the aim of dealing with the areas of improvement, addressing them, assigning personnel, and setting time frames for their monitoring and action.

Exclusion of Suppliers

Below are the cases of exclusion of suppliers from participating in the RFP process:

- When the technical bid submitted by the supplier does not fulfill the minimum requirements of the concerned federal entity.
- When the supplier does not submit its quotation as per the RFP.
- When the supplier does not comply with the timelines proposed in the RFP.
- In case it is proven that the bid has violated any of the legislation in force in the countries.
- In the event that the supplier is found to engage in unethical practices.

Annex No. (1): A summary table in which the supplier shall provide information and upload the necessary documents related to the type under which the supplier is categorized. It contains a summary of the documents to be submitted according to the type of supplier.

Documents	Supplier types								Document Properties	
	Domestic Supplier	Free Zone Supplier	Federal Entities	Foreign Supplier	Productive Family	SMEs	Freelancers	Beneficiaries	Length of validity (days)	Alert before expiration (days)
Trade license	Yes	Yes	-	-	-	If applicable	-	-	-	30
Tax registration certificate	Yes	Yes	-	Yes	-	If applicable	-	-	365	30
Bank attachments	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	365	30
Registration in the commercial register	TBD	TBD	-	TBD	TBD	TBD	TBD	TBD	-	30
Freelancer license	-	-	-	-	-	-	Yes	-	-	30
SANAA productive families membership	-	-	-	-	Yes	-	-	-	-	30
SME National program certificate	-	-	-	-	-	Yes	-	-	-	30
Chamber of commerce license	-	-	-	Yes	-	-	-	-	365	30
Non-disclosure agreement	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	365	30

Documents	Supplier types								Document properties	
	Domestic Supplier	Free Zone Supplier	Federal Entities	Foreign Supplier	Productive Family	SMEs	Freelancers	Beneficiaries	Length of validity (days)	Alert before expiration (days)
Certificate of tax residence	-	Yes	-	Yes	-	-	-	-	365	30
Passport copy of beneficial owner	Yes	Yes	-	Yes	-	Yes	Yes	Yes	365	30
Memorandum of association (if partnership firms)	If applicable	If applicable	-	If applicable	-	If applicable	-	-	365	30
Attested "power of attorney" for authorized signatory/ies	Yes	Yes	-	Yes	-	Yes	-	-	365	30
Financial statement/report for last three years issued by chartered accountant firm	Yes/D&B*	Yes/D&B*	-	Yes/D&B*	-	-	-	-	365	30
EHSMS certificates/letters (wherever applicable depending on the commodity)	If applicable	If applicable	-	If applicable	-	-	-	-	365	30
Dual license or no objection certificate (NOC)	-	Yes	-	-	-	-	-	-	365	30
Company profile	-	-	-	Yes	-	-	-	-	365	30

Note: Kindly refer to the Digital Procurement Procedures Manual for the Federal Government for further details.