Suppliers Guide

Published by: Procurement, Contracts and Warehouse Department





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Introduction



Goal



Procurement and Contract is a vital regulatory unit in the logistics support sector of the organization, where it is tasked with meeting the needs of all sectors, departments and departments of the organization of materials and services through tenders and bidding. It is also the main interface of the institution in contracts with third parties to ensure the continuous development of services provided to customers, and in order to provide a high level of quality and constant pursuit To lead the delivery of outstanding services to the highest standards.

Procurement & Contract department encourage green purchasing practices environmentally sustainable products and services contribute to reducing environmental impact, supporting the organization's goal of leading in quality and sustainability.

This guide is designed to be a guide for willing suppliers Dealing with the Zoo Public Foundation and the aquatic life of the eye. And in order to activate our relationship With our supplier partners, providing outstanding services satisfied Aspirations. It is our firm belief in the need to strengthen Services, we are keen in the organization to provide services Competitive for its customers and working on the principle of transparency And credibility in dealing with them.



















Vision and Mission for Zoo & Aquarium Public Institution In Al Ain

Vision and Mission for Procurement, Contracts and Stores

Vision

A world in harmony with wildlife

Vision

We aim to be a strategic partner By providing the organization with the best services and procurement systems to enable the organization to achieve its goals

Mission

Deliver to wildlife conservation through research, animal welfare, awareness, and positive behavior towards biodiversity

Mission

- 1. Support the organization's procurement needs to the highest standards and in a more effective and efficient manner.
- 2. Managing the rights of the enterprise with the third party
- 3. Provide innovative and high-performance storage services in the organization









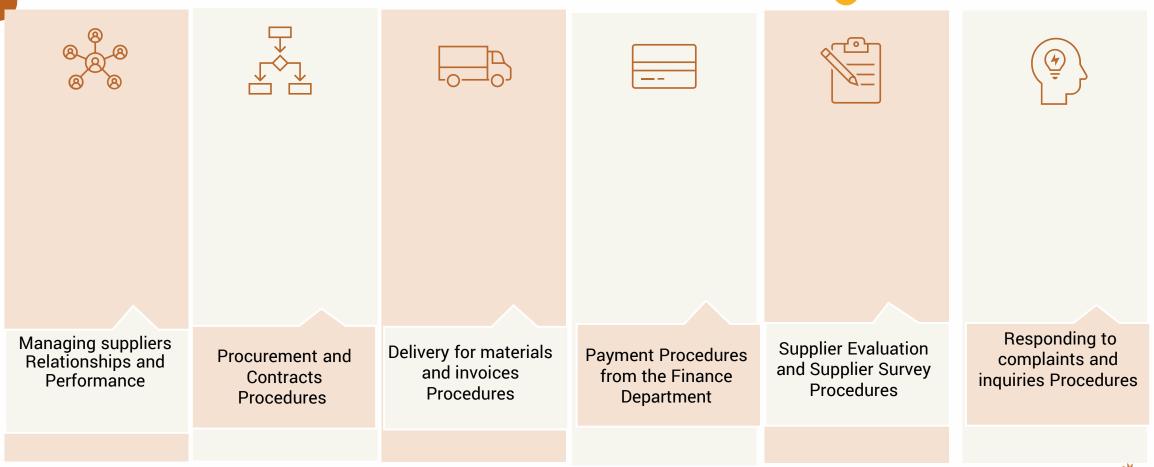






Vision and Mission











Suppliers Type



Local Supplier

Companies located in the UAE that provide products and/or services in the country but are not located in the free zone in the country.



Foreign Supplier

Companies located outside the UAE and no branches in the country.



Free Zone Supplier

Supplier Companies located in the free zone within the country.



Productive families

They are Emirati families with or without income that produce goods or services



Micro, Small and Medium Enterprises

Entrepreneurs registered in the UAE as per the guidelines of the National Program for SMEs as defined by the Ministry of Economy.



















Suppliers code of conduct



Labor Standard

Suppliers need to safeguard the human rights of workers and treat them fairly, including all workers, temporary workers, contractors and other type of workers.



Health and Safety Standard

Suppliers should
understand that in addition
to reduce work-related
injuries diseases,
a healthy and safe work
environment can improve
the quality of products
and services. It is
necessary to continuously
collect employee opinion
and to provide with
education to solve health
and safety problems



Environment Standard

Suppliers should minimize adverse impacts on the community and the environment and comply with relevant environmental laws



Standards of Ethical

Supplier should fulfill corporate social responsibility, supplier and their downstream suppliers must conduct business in ethical and honest way.



Management System

Supplier should implement management system to promote compliance with relevant laws and promote continuous improvement.



















Abu Dhabi Local Content Program



The organization is committed to implementing the Local Content Program in compliance with government directives and circulars issued by the Department of Economic Development Abu Dhabi, and therefore ICV companies will have priority when awarding bids for institutional tenders. The ICV certificate forms an integral part of the tender evaluation and award process in the organization. Suppliers who do not hold an ICV certificate are allowed to participate in tenders. However, their ICV certificate score will be considered "zero (0)" in the bid evaluation.



For more information about the Local Content Program in terms of applying for the certificate and others, please visit the website

Abu Dhabi Local Content Program

















Registration and Qualification of Suppliers









Send an invitation email by Procurement & Contracts Department to register, Or through the self-registering Fill out the registration form, pre-qualification form with attaching the supporting documents through self-registration Review the request and contact supplier, by Supplier Registration Team from Government Support Center - SANAD

Communicate and coordinate with the Government Support Center - SANAD team to activation the supplier in the Institution

Role

Responsibilities



























Segment Suppliers



The purpose of this process is to classify suppliers in the following sections:

- 1- Strategic suppliers
- 2- Critical suppliers
- 3- Operational suppliers
- 4- Transactional Suppliers



Strategic Suppliers – show potential of innovation and collaboration, have a proven track record, and are some of the highest spend Suppliers.

- b. Critical Suppliers are critical to everyday operations and any failure by such Suppliers has a significant impact on the Entity's operations.
- c. Operational Suppliers have contracted commitments that require operational tracking and delivery monitoring.
- d. Transactional Suppliers have minimal contracted spend with the least impact.



Segment Suppliers process is executed periodically, or once a year



It is crucial to consider the contracted spend with each Supplier for the same period to maintain a fair comparison





















Segment Suppliers



Share 'Supplier







Responsibilities

Segmentation Input Collection Form' with Category Managers/End-Users/ Contract Administrators. Create the supplier segment report for review and approval

Share consolidated 'Supplier Segmentation Report' with relevant stakeholders. In case of shortlisted Suppliers, ensure execution of Supplier Segment Strategy

Role

























Green Supplier

What is green purchasing?

Environmentally Preferable Purchasing (EPP) or Green Purchasing refers to the procurement of products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.





















How to be classified as a Green Supplier



Sustainable Procurement



Quality Management System



Environmental Management Certificate



Occupational Safety and Health Management System



Food Safety Management



Medical Laboratory Accreditation System



Medical Equipment Quality



ISO 50001

Energy Resource Management System























How to be classified as a Green Supplier



Global Certified Production Responsibility Certification



Fair Trademark Certification



Packaging material safety quality



Presidency of Energy and Environmental Design Standard



CSR Management System



Social Accountability
System



Business Social Justice Initiative System



Ethical Responsibility
System for Organizations





Procurement Section



(/)





Responsibilities

Role

Invite the qualified suppliers to participate in the tender by the procurement team



Read the scope of work and sending queries on the system If any. Before the closing date and answer end-user/ procurement queries within two working days.



Answer all queries suppliers during two working days by the procurement team with coordinate with the enduser



Delivery of technical and financial offer And all the documents.
According to the requirements of the tender Via electronic system





















Procurement Section







Responsibilities

Complete the technical & commercial



Issuing Purchase Order to awarded supplier through the system

Send notifications to all participants on the status of the award



Procurement Officer

Send the approve Purchase Order to the supplier, end user and stores by email



Procurement Officer

Stamp and sign the approved Purchase Order and re-send to the **Procurement Officer**



Supplier



Role















Procedures Procurement and Contracts



Contract Section



Attach copy of the Contract with tender documents



Contact supplier to sign NOPA, upon completion of evaluation and awarding process.



Submit-required documents specified in the NOPA within stipulated timeframe.



Contract reviewed by reviewers designated in the Organization



Procurement officer



Contract officer



Supplier



Contract,Legal Team, Finance, and Contract administrator



Role

Responsibilities















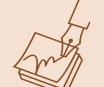
Procedures Procurement and Contracts



Contract Section









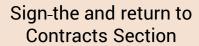


Responsibilities

Role







After completion of the signature stage, a copy of the signed contract will be shared with the supplier and relevant internal stakeholders

Follow-up with the Contract, receiving the service until final close out of the Contract







Contract officer



Contract Administrator End user Contract team

















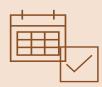




Procedures Before Receiving







Responsibilities

Receiving the approved Purchase Order from the Department of Procurement and Contracts Schedule supply date by sending an email to the service provider to confirm the supply date Approval of the deadline in coordination between warehouses and Stores/contract administration and service provider



Warehouse and Stores Team





Warehouse and Stores Senior Officer End user Supplier



Role



















Materials Receiving Requirements





Responsibilities

The supplier must provide a copy of the approved Purchase Order and the delivery Note

End-user present to inspect the materials within half an hour from service provider arrival, otherwise delivery is rescheduled

Doing the technical inspection and receiving the materials by Enduser, if the materials are matching with the Purchase Order, otherwise the materials are rejected or replaced, and agree for the next delivery date.







Storekeeper End user Supplier



Role



















Receiving Delivery Note





Stamp on delivery note by the storekeeper for the materials received

Sign on delivery Note by enduser Create a material receipt note on the system









Role

Responsibilities



















Delivery Times in Warehouses and Stores







From Monday to Thursday from 7 a.m. to 1 p.m. Friday from 7 a.m. to 10 a.m. Providing the Service providers with a location map for all stores via sending an e-mail for the Purchase Order (based on the type of materials supply).

















Procedures Delivery Materials for Warehouse and Stores



After the delivery of materials to Warehouses and Stores



The supplier should upload the invoice and related supported documents (delivery note and a copy of the purchase order) via Supplier portal (i supplier) or by email to zapiabilling@alainzoo.ae





An accountant in finance department will review and check the documents, then the payment will be prepared as per the payment terms





Role

Responsibilities



















Procedures of the assessment of services received and contracts by End-user









Suppliers are evaluated annually according to KPIs

After the evaluation is closed, the 'Supplier Performance Scorecard' will be shared with relevant stakeholders

Develop 'Supplier Performance Management Plan', if required and finalize it with Supplier Share 'Supplier Performance Management Plan' with relevant stakeholders.and monitor execution



Contract Administrators
End-Users



Officer Supplier Relations



Officer Supplier Relations
Suppliers



Officer Supplier Relations

AL AIN ZOO



Responsibilities

Role













Procedures Supplier Evaluation

Supplier satisfaction survey for procedures from floating to payment



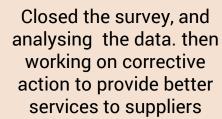




Responsibilities

Send invitation via email to suppliers

Filling the survey and add notes



Role



















Procedures Supplier Satisfaction Survey



Procedures for Responding to Complaints, Inquiries and Promotion of products or services by suppliers



The complaints, inquiries, suggestions Or promote new products and service, the supplier attach all comprehensive identifying information for the product or service and communicate with the Procurement and Contracts Department via e-mail:

procurement@alainzoo.ae





Review the subject of complaints or inquiries.

- Complaints are answered within a one working day
- Inquiries are answered within two working days

After the issue is resolved, it is recorded in the suppliers' complaints register.



Officer Supplier Relations























Enquiries related to supplier registration; you can contact us via email below:

<u>helpdesk@addof.gov</u> procurement@alainzoo.ae



You can visit us at the Procurement and Contracts Department building. The Zoo & Aquarium Public Institution in Al Ain. Gate 1

https://maps.google.com/?q=24.1 82470,55.745956



You can visit the official website. (Suppliers page) to see the most common question

Corporate Services | Al Ain Zoo





















Document Control

Details	Name	Title	Signature	Date	Revision no.
Prepared By				05.11.2024	3.0
Reviewed By					3.0
Approved by					3.0



The end

