



مواصلات الإمارات
Emirates Transport



Suppliers' Manual



SUPPLIERS' GUIDE

Clarification:

This manual has been designed as guidance for current suppliers or those willing to deal with Emirates Transport (ET). It does not supersede the approved policy guides and procedure regulations of the Purchase Department. In case of any conflict between such guides and regulations and this Guide, the guides and regulations will prevail.

This Guide is periodically updated. Emirates Transport has the right to amend or cancel any clauses of this Guide as it may deem appropriate without prior notice. The terms and conditions in the request for quotation (RfQ) and the tenders constitute the principal terms and conditions that shall be referred to.



Introduction

Background :

Emirates Transport was founded in 1981, with the aim of organizing and managing transport and maintenance services and supervision of the operation for the benefit of various federal and local government agencies, and private sector institutions.

The corporation adopts a leading strategy in the transport and technical services sector, through business centres encompassing 21 centres operating through 41 locations nationwide, beside 8 subsidiaries. These business centres include the Governmental and Private School Transport Centres, affiliating the School Transport Division, including 9 branches of school transport, which are: Abu Dhabi, Western Region, Al Ain, Dubai, Sharjah, Ajman, Central Region (includes Umm Al Quwain, Al Dhaid, Masfout and Hatta), Ras Al Khaimah, and the East Coast branch (includes Fujairah, Khor Fakkan, Kalba and Dibba), with 33 stations within.



Vision:

Excellence and leadership in sustainable transport and general services.



Mission:

Achieving the highest levels of luxury and comfort for our partners and clients through a creative team of human resources that provides transport, maintenance and leasing services, as well as facilities management and other complementary professional services, all in accordance with the highest in safety and environmental standards.



Values:

Safety, Care, Creativity, Participation, Excellence, Transparency and Responsibility



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Mohammed Abdullah Al Jarman
General Manager

Emirates Transport is always keen to build strong and strategic relations with its partners in the interest of all stakeholders. It is keen to enhance these relations by every means, in particular with local and foreign suppliers, with whom relations are not only based on the supplier's efficiency and ability to meet Emirates Transport's needs, but this goes far to include many aspects of social responsibility. These relations are governed by many conditions and criteria which have been thoroughly developed to keep in line with the vision, mission, values, obligations and national role of Emirates Transport and, at the same time, serve the supplier's interest within the frame of sustainable partnership.

A Word by the GM

Manual Objective

This Guide has been developed in order to :

- Increase supplier awareness and keep them informed of ET's activities.
- Define for suppliers the best methods of delivering their products and services to Emirates Transport.
- Secure the highest levels of transparency, objectivity and equal opportunities.
- Maintain Emirates Transport's relation with distinguished suppliers in all purchases.
- Provide high quality products and services at the best price, subject to adopted policies and procedures.



The Purchase Department :

The Purchase Department's Policy :

The Purchase Department is a vital department of the Support Services Division in Emirates Transport. It develops policies, procedures, regulations and programs to meet all needs of the corporation in order to achieve its strategic objectives and to maximize the value for money in complete integrity and responsibility. To this end, the Purchase Department and all its employees adhere to the best practices in purchase and supply processes, holding open, fair competition for all and maintaining ethical fair conduct in all purchase transactions.

The ET Purchase Department's Activities :

- Planning and supervising purchase processes in the corporation by adopting approved policies and procedures, including drafting annual plans and programs to implement purchases, including the purchase of products, items and services in a planned scientific way, and meeting the corporation's needs at the highest quality and least price levels.
- Conducting appropriate technical, financial and field study and analysis of the proposals of commodities and services suppliers, submitting recommendations and study findings of competent purchase committees of the corporation and concluding necessary contracts with commodity and services suppliers according to applicable regulations of the corporation.
- Insurance of all assets and human resources of the corporation.

The Purchase Department takes necessary arrangements to provide the corporation's purchases through:

- Supplier registration.
- Specification of purchases.
- Preparation of quotations or tenders.
- Supplier invitation.
- Technical and financial assessment of proposals in coordination with different units and committees.
- Contracts.



Emirates Transport's Standards and Ethics in Dealing with Suppliers:

Emirates Transport adopts standards and ethics that ensure integrity of its employee-supplier dealing and supplier-ET dealings. To this end, all existing and prospective suppliers must refer - and adhere - to the ET Supplier Code of Conduct and sign the attached undertaking. The Main principles of this Code are:

- Fair practices and integrity of operation
- No compulsory or child labour
- No discrimination
- Care for occupational health and safety (OHS)
- Conservation of environment and natural resources
- Anti-bribery and corruption
- No presents and hospitality
- No conflict of interest
- Observance of ET's intellectual property and confidentiality
- Whistle-blowing (according to the ET Amana System).

Also, the Purchase Department obligates its employees who deal with suppliers through its business centres, branches and departments to comply with the ET Employee Code of Conduct, which includes:

Fairness when dealing with all people.

Dedication to the job.

Avoidance of any unethical behaviour in dealings and communications.

Avoidance of any personal business deals which may give rise to conflict of interest with the corporation.

Refusal of any funds, loans, discounts, presents and services from the supplier if this will affect the purchase decision.

Protection of secrets and information of the corporation or the supplier.

Promoting relations with suppliers in a positive way through courtesy and integrity of dealing.

Managing Relations with Suppliers:



Supplier Registration :

The Purchase Department provides a supplier-related database, which is updated on an annual basis.

For registration, the supplier applies for registration via ET's website www.et.gov.ae "www.et.gov.ae", applies for a supplier registration online and submits required documents. The suppliers must ensure that their documents are completed and correspond to the registration application. Then, the application is reviewed and assessed by the competent body, which recommends it is accepted or dismissed.

On satisfaction of registration requirements, provision of supporting documents and payment of applicable charges, the supplier is added to the ET's register of approved suppliers.

Registration Criteria :

The registration application is accepted if the applicant satisfies all the following conditions:

A completed registration application is submitted with all required documents.

A known address of workplace.

A valid trade license.

Correspondence of authorized activity in the trade license to the activity made by the potential supplier.

Three certificates of experience from different bodies, to which the supplier has previously provided services.

A bank account in the same trade name of the agency.

The supplier's acceptance of the terms and conditions of Emirates Transport and signature of ET Supplier Code of Conduct.

Settlement of applicable charges.

Approval of the submitted form by stamping it with the stamp of the company and signing by the authorized signatory on behalf of the company.

Registration Levels:

After the registration application is accepted, the supplier is registered in any of the following three levels according to supplied information:

• First Level:

Where the supplier satisfies all registration criteria, the supplier is registered in the first level and given the authority to supply items to the corporation of no more than AED 100,000 per annum.

• Second Level:

Where the supplier satisfies all registration criteria and has a financial budget that is audited by a chartered auditor for three fiscal years, the supplier is registered in the second level and given the authority to supply items of no more than AED 500,000 per annum.

• Third Level:

Where the supplier satisfies all registration criteria and provides any/all of the below items, the supplier is admitted to the third level and given the authority to supply items of more than AED 500,000 per annum. These items are:

A quality warranty certificate issued by an accredited body (ISO or an equivalent body).

- The applied environmental policy or a certificate by an accredited body.
- The applied OHS policy or a certificate by an accredited body.
- The SR policy, supported by the supplier's activities in this field.
- The company's approved code of ethics.

Assessment of Supplier Registration Application:

The supplier registration application is assessed and reviewed to verify that it has potentials of adequate quality to carry out assigned tasks as efficiently and accurately as required and verify the correctness of supplied information, and ensure the best for Emirates Transport. A field visit may be made to the supplier to ensure it has facilities and potentials to provide the products or services.



Registration Rules:

After the suppliers satisfying registration requirements are approved and the Purchase Department receives the approval of dealing suppliers which will be registered in the register of suppliers, their information is entered in the appropriate register on the system to allow they are invited easily. The Department shall invite all registered suppliers in cases of purchase by way of tender or sale in auction and select some of them in the appropriate method of purchase according to the rules of each method.

Submissions from applicants barred from tendering, or registration in the Register of Suppliers of the corporation, will not be accepted during the period of disqualification as determined by the Purchase Committee.

Prohibition of Suppliers:

This procedure protects the corporation from dealing with inefficient suppliers whose ethics are not up to the corporation's expectation, and the suppliers failing to improve their performance to target levels.

When a supplier is prohibited:

- If the supplier proves to be accused in any fraud/falsification or deception inside or outside the UAE.
- If the supplier proves to be involved in any act which is in prejudice to national security or stability.
- If the supplier is declared bankrupt.
- If the supplier's performance is weak (below 65%) and it fails to show any improvement.
- If the supplier proves to have falsified/deceived in any works, products or services rendered to the corporation.
- If the supplier fails to implement the purchase order/contract and consumes penalty.



Assessment Policy:

• Suppliers' Satisfaction with ET Questionnaire

Emirates Transport is always keen to improve suppliers' satisfaction in general. It strives to optimize its services to meet the suppliers' requirements and suggestions through an annually held suppliers' satisfaction questionnaire, aiming to explore their impression of the corporation, main problems and their solutions as well as different areas of improvement.

• Suppliers' Performance Assessment

The supplier is assessed on a semi-annual basis according to the following criteria: quality, supply, post-sale services, response and commitment on a semi-annual basis in July and January of the following year. Reports are communicated to suppliers in the same month. The suppliers willing to improve their performance can meet with service recipients and lay down performance improvement plans, except for strategic suppliers which are assessed below 80%. A meeting is held with them and an action plan is laid down for improving their performance and putting their performance under special follow-up.



Methods of Purchase

- 1-Direct Order Purchase
- 2-Practice Purchase
- 3-Tender Purchase

- Public Tenders: they are announced by way of public publication according to ET's rules and regulations.
- Selective Tenders: only the suppliers or contractors registered with the corporation are invited.

4-Outsourcing :

The corporation encourages purchase from the local market in support of the national economy and limit risks linked to outsourcing. Due to expansion of the activities and fields of operation of the corporation and the need of organizational units to outsourcing, the method of outsourcing has been approved, being every purchase by way of direct purchase, practice or tender from a supplier outside the UAE. This form of purchase is applied in several cases, including for example the in availability of items in the local market or the inability of local supplier to provide items according to required conditions.

Purchase Procedures:

1-Submission of Proposals:

The request for purchase of required items/services is prepared in the procurement system and approved. Then, approved suppliers in the corporation's system are invited and at least three (3) quotations are solicited through the list of suppliers on the automated procurement system, classified as per the type of purchase by approaching supplies via e-mail or fax. Some important points must be included in the supplied quotations, including:

- Exact names and specifications of required items and measurement unit. Individual prices of each item. The price includes all expenses and charges of transport to the corporation's sites, unless otherwise is determined.
- The warranty and country of origin of each item.
- Dates of supply of required items or services.
- Quotation validity period.
- Technical specifications (manuals or catalogues, if any).
- Any other mandatory information which has a direct impact on the provision of service/product (additional conditions).

2-Assessment of Proposals

1-After receiving the suppliers' proposals via fax or e-mail up to deadline, the Purchase Department shall:

- Observe the confidentiality of proposals received up to submission deadline.
- Reject the proposals received after the deadline stated in the enquiry or receive the same and state that clearly in the memoranda of award to be referred to the decision-making body.
- It may solicit other (new) suppliers on the receipt of proposals from a limited number of solicited suppliers or non-receipt of technically accepted proposals.

2-Received proposals are studied and technical and financial reports as well as price-detailing statements are drafted in the light of proposals received from suppliers.

3-The competent body will make the purchase award decision to a single supplier or divide the award to many suppliers pursuant to the preference of proposals in meeting the corporation's needs.

4-Successful suppliers are notified of the award decision, and letters of apology are sent to unsuccessful suppliers. A supplier may inquire about the causes of non-award in the meeting with the employee in charge.

3- Contracting

Local purchase orders are issued or contracts are prepared in the procurement system by the employee who prepares the purchase orders/contracts to successful suppliers. Specifications of required items are clearly and exactly determined, the delivery places of items and services at the corporation are set, and names and phone numbers of the employees authorized to receive the items are designated, in addition to any other conditions to be included in the purchase orders to protect the rights and interests of the corporation.

The purchase order/contract is sent to the suppliers once it is duly signed via fax or e-mail.

The supplier is required to stamp and sign the purchase order/contract as a proof of receiving and accepting it and the commencement of implementation.

If award is accepted, the supplier is required to furnish a performance bank guarantee at 10% of the total value of contract, being valid for three months plus the term of contract (usually one calendar year). The bank guarantee shall be furnished in the form sent by the Purchase Department no later than ten (10) days of the date of award.

In case of any amendments to the prices/supplied items after issuing the purchase order, the new amendments shall be approved, and a new purchase order is issued and the former is cancelled.

If the items are not received at the scheduled dates, or if specifications are not conformant, the suppliers are approached to accelerate the supply of items. Shall the supplier fail to respond or show reasonable causes of late supply, the corporation may impose a delay penalty.

Non-conformant items shall be returned to the supplier and an item rejection document is prepared on preparing the receipt report in the procurement system, and the supplier shall be deemed in delay and subdue to the same provisions.

In case of any items or materials with manufacture defects that are covered under warranty, the supplier shall be notified and shall respond within 24 hours of receiving the letter and show how the items will be replaced or alternatives be provided to prevent any harm to the corporation.



Receipt – Payment :

On the delivery of items/services, the supplier shall furnish the original invoice, which shall be issued in the actual delivery date. The stated items shall correspond to the supplied items as stated in the purchase order and both quantity and price shall correspond to the purchase order. The supplier shall deliver the items with a delivery note, and the supplier shall request that the document be signed and stamped by the employee in charge at the corporation. Upon the receipt of required items/services in the purchase order and verify correspondence to required specifications therein, a GRN is prepared in the procurement system and sent to the Financial Department, along with the delivery note, the supplier's original invoice and a copy of the purchase order for processing due payment.

Payment timing depends on the nature of purchase, being 45 to 60 days from the receipt of general purchases (computers, stationery, advertisements, etc.), and 90 to 120 days as to technical purchases (vehicles, buses, spare parts, etc.). The supplier is advised of the readiness of due payments and place of receiving the cheque.

Complaints and Suggestions :

Emirates Transport targets excellence of service to go far beyond customer's satisfaction and expectations. It is keen to open new channels of communication with customers and identify their needs, and to streamline procedures and optimize service.

Because it is necessary to deal with suppliers officially and assist them in case of any obstacles, in particular late payments, the corporation is open to receive their suggestions and complaints on the Feedback Gateway (MY GOV), being a federal independent corporation which adopts the requirements of the federal government of the United Arab Emirates, which dedicates this gateway as a joint federal gateway for receiving the remarks, suggestions and complaints of all customers, suppliers in particular, pursuant to the best international and local practice.

Your suggestions and remarks are always welcome. For participation and opinions, you can log onto ET's website www.et.ae and send your remarks.

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