

# Vendor Guide

## Contracts and Procurement Department







# Introduction

## About RTA

The Roads and Transport Authority (RTA) was formed by the decree number 17 in the year 2005. RTA is responsible for planning and providing the requirements of transport, roads & traffic in the Emirate of Dubai, between Dubai and other Emirates of the UAE, and neighboring countries in order to provide an effective and an integrated transport system capable of achieving Dubai's vision & serving the vital interests of the Emirate.

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## Introduction

RTA gives utmost importance to ensure the quality and flow of projects and services and investments, which requires asking a wide variety of bidding annually. At the same time, the values of RTA established to impose them to maintain the highest degree of credibility and institutional reputation and a strong focus on the continuity of excellence and success, and the exercise of its business ethically and professionally to ensure the highest degree of transparency, objectivity and impartiality and equal opportunities, within the framework of compliance with all applicable laws and relevant legislation in force in Dubai and the United Arab Emirates, and to ensure that RTA achieves its goals and strategic objectives.



# RTA Vision, Mission and Values

## Vision

Safe and Smooth Transport for All

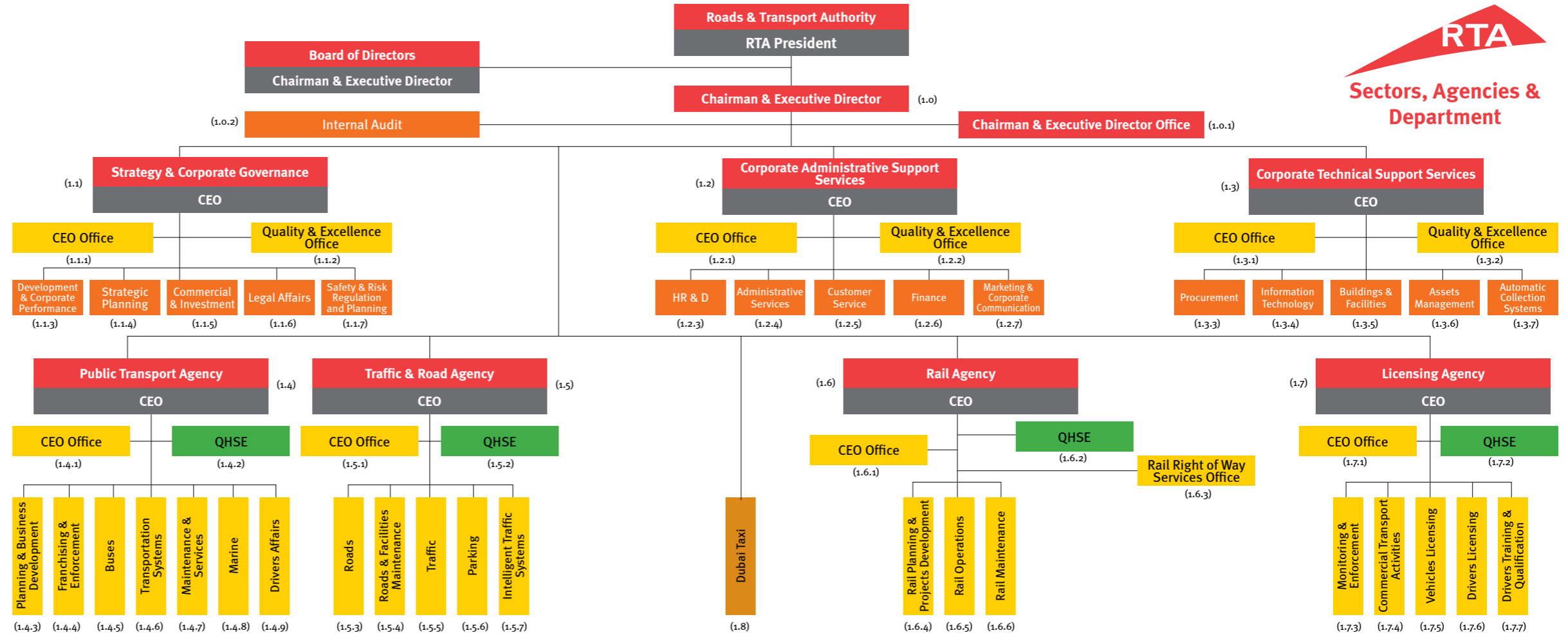
## Mission

Develop integrated and sustainable transportation systems and support Dubai's comprehensive growth plans through preparing policies and legislations, adapting technologies and innovative approaches, and implementing world class practices and standards

## Values

- **Corporate reputation**  
Our credibility and corporate reputation are honest reflections to the safe and reliable infrastructure we provide.
- **Distinction and Success**  
Our distinction is a true representation of performance based on efficiency, effectiveness and focus on continuous success.
- **Leadership and teamwork**  
The professionalism and wisdom of our leaders are manifested through their deep respect for individuals and reinforcement of teamwork.
- **Strategic partnerships**  
Our achievements and the success of our strategic partnerships are true reflection of our response to customer expectations and the contribution to the development of our society.
- **Quality and customer service**  
Acquisition and utilization of modern technology underpin our continuous journey towards quality and customer loyalty.

# RTA Organization chart





# Contracts and Procurement (C&P) Department

The C&P Department is considered as one of the vital organizational units in Corporate Technical Support Services sector at RTA. Its main task is to provide all RTA sectors with their requirements of materials and services through bidding and auctions. It is also considered as the main point for contractual issues between RTA and external parties to ensure the continual supply of RTA services in high quality and productivity contributing to the development of performance and productivity and reducing expenses.

This informational service is provided to vendors (consultants, contractors, and suppliers) interested in dealing with RTA in all matters concerning tendering/bidding and purchasing. It provides information about the following procedures.

## 1. Tendering Procedures

- 1-1 GRP Registration
- 1-2 Creating user name and password on RTA website
- 1-3 Vendor Prequalification using e-PQ electronic system
- 1-4 Tenders Release & Participation
- 1-5 Submission of Proposals
- 1-6 Awarding & Contracting
- 1-7 Releasing Tender Bonds
- 1-8 Tender Payments
- 1-9 Vendor Evaluation
- 1-10 Variation Orders Claims & Disputes

## 2. Purchasing Procedures

- 2-1 GRP Registration
- 2-2 Registration on e-Supply Site
- 2-3 Submission of Proposals
- 2-4 Purchase Order Approval and Signing of Purchasing Contract
- 2-5 Releasing of Bid Bond
- 2-6 Item delivery
- 2-7 Purchasing Payments
- 2-8 Suppliers Evaluation

# 1. Tender Procedures

## 1.1 Registration in Government Resources Planning System (GRP)

- This registration is the first step for the vendor to be able to proceed with next activities
- The vendor can use the contact details shown in this booklet to ask for this registration
- He will be provided with the required information template and also requested to submit valid trade license or registration
- Concerned staff will start registration in GRP after receiving the required information and documents

## 1.2 Creating user name and password at RTA website

- This procedure enables the vendor to use the website services which includes the prequalification system e-PQ. The steps are:
  1. Browse RTA website [www.rta.ae](http://www.rta.ae) then select Login, New User.
  2. Register as a company where your Business license information is required, fill the requested fields and attach all the requested documents

## 1.3 Vendor Prequalification using e-PQ electronic system

- Prequalification Procedure in RTA is now fully automated online through the e-Prequalification System
- Prequalification is required for contractors, consultants, and

suppliers interested and/or requested to be added to the List of Approved Vendors, and to be invited to tenders

- There are two types of prequalification:
  - a) **Periodic prequalification:** valid for three year to contractors, consultants or suppliers interested in being registered on List of Approved Vendors. This is initiated usually by the interested vendor. Prior expiry, prequalification renewal application can also be submitted to RTA
  - b) **Project-specific prequalification:** performed for a specific project only. This type of prequalification is usually initiated through invitation by RTA

### The prequalification procedure is as follows:

- a) After the vendor creates a user name and password on RTA website, the vendor shall then apply online through the e-Prequalification System. The vendor must electronically fill the prequalification form and upload the supporting documents as required.
- b) The Prequalification submission shall be processed and assessed by RTA's concerned parties as per approved internal procedures. Upon this, an approval or rejection decision is

made, and a notification will be sent to the vendor. A prequalification category is assigned to the approved vendor. All of these procedures shall be executed through the e-Prequalification System

## 1.4 Tenders release and participation

- a) Each year RTA announces the tendering plan on its official website [www.rta.ae](http://www.rta.ae)
- b) RTA announces the release of public tenders in the official newspapers and the RTA website. Whereas invitation for limited tenders are forwarded to the qualified vendors by fax , email and SMS.
- c) In order to buy the tender documents ,the vendor representative must visit the responsible employee in Vendor affairs section (for a limited tender, vendor representative must submit a copy of the invitation, a copy of commercial license , and a business card). For the public tenders, representative must submit copy of the commercial license and a business card only)
- d) In case of limited tenders, the responsible employee in vendor affairs section check and confirm the supplier is on the invited list, then he prepares the documents payment form. After the payment is done, the documents can be delivered to the representative



**Important Notice:** buying the tender documents must be done before the date and time mentioned in the announcement or the invitation letter, and the payment can be made in cash during the official working days between 08:00 am to 01:00 pm.

### 1.5 Submitting Proposals

- Vendor must submit proposals according to the requirements mentioned in the invitation letter or the public announcement which is usually in three separate envelopes:
  - a) The first one includes the original financial offer and two copies
  - b) The second one includes the original technical proposal with two hard copies and two soft copies on CD
  - c) The third one includes the Bid Bond and valid trade license
- The proposal should be submitted in the Tender Box located at the Contracts and Purchasing Department, Vendor affairs section first floor, block C. Submission should be done prior to time and date specified in the invitation letter or public announcement
- For queries regarding tenders, vendors should submit their queries prior to the date set forth in the invitation letter/ public announcement or tender documents. After all queries have been collected, vendors will receive a response to their queries within the period specified in the invitation letter/ public announcement or tender documents
- Submitted proposals will be opened publically by the Tender Opening Committee at the set date. Concerned vendors who submit the requested bid bond can share this opening meeting

### 1.6 Awarding letter and contract signature

- The winner vendor will receive awarding letter informing him to deliver the performance bond and to sign the contract with RTA

### 1.7 Release of Bid Bond

- Following the awarding letter, all participating vendors (except the first and second vendors) will receive thanks letter for participation and informing them about the release of their bid bond
- Release of the bid bond to the second vendor will be done after receipt of performance bond from the winner

### 1.8.1 Release of engineering contracts payment

**For contracts that do not involve consultant from outside RTA:**

1. Contractor will deliver the original invoice and supporting documents to the Vendors Support Office located on first floor of Block C in RTA headquarter. The office will register the payment request in the system and forward it to the concerned department
2. Concerned department will study, review and approve the payment request and send it to the quantity surveyor in the concerned C&P team with the payment release letter attached with the invoice

3. The quantity surveyor will review the payment information and confirm the payment according to the contract
4. After approving the payment from concerned contracts and purchasing team manager, it will be forwarded to the finance dept. for auditing and execution
5. Vendor Support Office will inform the vendor about the payment request status

**For contracts that involve consultant from outside RTA:**

1. Contractor will deliver the original invoice to the consultant who will evaluate the payment and submit his recommendations to the C&P dept
2. Original invoice and supporting documents will be delivered to the Vendors Support Office who will register the payment request in the system and then forward it to the concerned C&P section / team
3. C&P will review the invoice and consultant advice and send them for the concerned dept. evaluation
4. Concerned dept. will evaluate the work done by the contractor and approve the invoice payment to the finance dept
5. Vendor Support Office will inform the vendor about the payment request status

### 1.8.2 Release of specialized contracts payment

1. Contractor will deliver the original invoice and supporting documents to the Vendors Support Office located on first floor of Block C in RTA headquarter. The office will register the payment request in the system and forward it to the concerned department
2. The concerned department will study, review and approve the payment request and send it to the tender officer in the concerned C&P team with the payment release letter attached with the invoice
3. Tender officer will review the payment information and confirm the payment according to the contract
4. After approving the payment from concerned contracts and purchasing team manager, it will be forwarded to the finance department for auditing and execution
5. Vendor Support Office will inform the vendor about the payment request status

### 1.9 Contracted Vendors Evaluation

- Evaluation for vendors will be done at the end of each contract and this is part of contract closure process
- If it is needed; The concerned dept. may evaluate the vendor at any part of the contract life cycle

- For long term contacts (more than three years) evaluation must be done at least one time every two years
- Evaluation result will directly be reflected on vendor qualification. And the result will be:

#	Evaluation effect on qualification
1	Increase of qualification level
2	Decrease of qualification level
3	Retain the qualification level
4	Suspension of qualification
5	Cancellation of qualification

#### Cancellation of Qualification

Qualification can be canceled in the following cases:

- Expiry of qualification period without submission of the renewal request
- If the vendor is not participating in tenders which he is invited to, for three sequent times

### 1.10 Variation orders, claims and dispute

- In case of any variation or claim, the contractor has to submit studies and all the necessary documents to the consultant or the concerned department (in case no consultant is hired), where study and evaluation for the case is done
- If the contractor agrees with the decision, then claim ends; otherwise it will be submitted to the dispute committee in RTA for final decision

## 2. Purchasing Procedures

### 2.1 Registration in Government Resources Planning System (GRP)

- This registration is the first step for the vendor to be able to proceed with next activities
- The vendor can use the contact details shown in this booklet to ask for this registration
- He will be provided with the required information template and also requested to submit valid trade licence or registration
- Concerned staff will start registration in GRP after receiving the required information and documents

### 2.2 Registration on Dubai Government purchasing site which is e-supply (previously called Tejari)

- a) The supplier should register on Dubai Government purchasing site through the link <http://esupply.dubai.gov.ae/web/login.html>
- b) GRP and e-supply registration will enable the supplier to participate in any RTA purchase request related to his scope of work and not greater than prequalification amount approved by RTA management

### 2.3 Submitting Proposals

- The supplier should review e-supply site on daily basis to check the new purchase requests loaded by RTA. He can use the contract details mentioned on the request for any inquiries during the submission period. He can upload his price offer directly through the site
- After end of submission period, the purchasing section will download all offers and forward it to the concerned department for evaluation

### 2.4 Approval of purchase order and sign of contract

- The winning supplier will be informed through email to deliver the performance bond related to the purchase order (if requested)
- As soon as the winner delivers the performance bond, he will receive the approved purchase order
- For blanket purchase orders purchasing section will prepare the contract and follow up signing the contract by the two parties

### 2.5 Release of Bid Bond

- Following the awarding letter, all participating vendors (except the first and second vendors) will receive thanks letter for participation and informing them about the release of their bid bond
- Release of the bid bond to the second vendor will be done after receipt of performance bond from the winner

### 2.6 Items Delivery

- The supplier has to deliver the purchased items as per date, location and quantities approved in the purchase order
- He has to get copy of receipt signed by the requester

### 2.7 Release of purchasing payments

- The supplier should submit the following documents to the finance office in RTA headquarter:
  1. Original invoice
  2. Original purchase order
  3. Signed receipt
  4. Delivery note signed by the receiving dept.
- Finance department will review and proceed with payment release





## 2.8 Suppliers Evaluation

- Suppliers will be evaluated according to the following criteria:
  1. Commitment to delivery date and schedule
  2. Commitment to the quantity ordered
  3. Commitment to quality

### Promote new products and services

Vendors who like to promote their new products and services should submit all the details of this product or service to C&P email: [cpdepartment@rta.ae](mailto:cpdepartment@rta.ae). C&P will forward these details to the concerned dept. and follow up their feedback

### Official References for C&P

- The decree number 17 year 2005 for RTA forming
- Law No. 6 of 1997 On Contracts of Government Departments in Dubai Emirate

## Location





## Contact Details

- We will be happy to receive your suggestions and complaints through vendors channel on RTA official web site [www.rta.ae](http://www.rta.ae)  
Or you can contact us directly through vendors support office

**Tel : +971 4 290 3241/3242**

**Fax: +971 4 290 3390**

**Email: [cpdepartment@rta.ae](mailto:cpdepartment@rta.ae)**

- Or you can visit us at our offices located at RTA headquarter location mentioned above