



# Suppliers Guidelines

**Orpic endeavours  
to provide positive  
supplier experience,  
by working together in  
collaboration with all  
stakeholders.**

**Registration  
Process  
FAQs**



### How can I register as a supplier with Orpic?

Registration with Orpic is online through the Business Gateways International Portal (BGI) [www.businessgateways.com](http://www.businessgateways.com)  
Although JSRS is not mandatory in order to participate within a Public tender, it is a condition precedent to the awarding stage.



### Who should I contact?

Suppliers can contact BGI direct. The contact details are on their website: [www.businessgateways.com](http://www.businessgateways.com)



### How do I know I have been registered?

BGI will reply individually to suppliers.

### What if I have two branches, do I need to register both?

Suppliers can provide details of both addresses through the BGI Portal.



### How can I present my products?

Suppliers can present their products by arrangement with End users providing they are not engaged within a live tender at the time with Orpic. Presentation of products during a live tender process must be strictly communicated via the PCI Department.



### What should I do if I have added more products/ services to my company, and I would like them to be registered by Orpic as well?

Suppliers can add their products through co-ordination with BGI.



# Purchasing & tendering process



Where can I view current public tenders?

Orpic will publish all Public tenders in Orpic website



For all tenders please visit the Orpic website  
<http://www.orpic.om/suppliers/tenders>

**What should I do if I have queries or am unclear on anything in the Tender?**

Send a written query or clarification to the contact person named in the Tender. Orpic will answer the query and send all the questions and answers to all the Bidders.



**Where/How should I submit my quotation?**

The Tender shall include details of whether to submit the quote/tender by hard copy or electronic means. It will also include details of where to submit it and on what date and at what local time.



**How will I know about your requirements?**

The tenders that are open for participation will be included on the Orpic website. The website is updated on a daily basis during weekdays.



**How Shall the supplier conduct themselves during the tender process?**

The supplier should at all times conduct themselves in an ethical manner and adhere closely to the tender instructions.



**How will I know if my quotation is acceptable?**

Orpic will conclude the evaluation process by awarding the successful supplier with a purchase order or contract. Orpic endeavor to update the status of each tender on the website.



**What is the estimated time taken for evaluation?**

This depends on the size, complexity and criticality of the requirement.



## PRE-TENDER CLARIFICATION



Suppliers are afforded the opportunity to seek further clarification(s) from Orpic, providing that;

- 1 The clarification is made in writing to the PCI representative.
- 2 The clarification is received before the clarification deadline.
- 3 The request is specifically about the tender at hand and not any existing, pending or future requirements.
- 4 The supplier is aware their clarification and Orpic response will be shared with all known participants.
- 5 Requests to extend the Bid Closing time/date will also be administered via the Clarification process.

Typically Orpic will identify instructions upon which an optional or mandatory site visit conducted, if deemed necessary. Tenderers are expected to make available representation on the specified date only.

Where no site visit has been deemed necessary by Orpic, we may invite a site visit via the clarification process providing sufficient requests have been received from the majority of tenderers before the clarification closing date.



## FORM OF SUBMISSION

All Tender submissions should always be split into a Technical Submission and a Commercial Submission irrespective of how they are submitted.

Your submissions are evaluated independently so no technical information should be included in your commercial submission and vice versa.

The contents expected to be included within submissions for each tender are clearly identified within our tender documents. In general summary they are ultimately; demonstration of scope understanding/ interpretation, local/national contribution and capabilities within your technical submission and offer, terms and bonds within your commercial submission.

Both of these submissions should utilize the standard Form of Tender covers usually provided.

Typically there are two modes of submission:

- 1 Technical and separate commercial submitted to a specified email address or other electronic means.
- 2 Technical envelope and separate commercial envelope submitted to Orpic's Tender Box within Sohar Port.

Under no circumstances are you to disclose the contents of your submission to any Orpic employee in any manner before, during or after tender submission.



## EVALUATION PROCESS

Supplier submissions are only opened by one of our pre-determined awarding authorities at specific stages;

1

### TECHNICAL STAGE

The technical submissions are opened by an awarding authority and evaluated by the evaluation committee.

The tender is strictly evaluated in accordance with the tender documentation provided to the supplier i.e. supplier has demonstrated compliance with mandatory criteria (if any) and scored adequately on remaining specified criteria.

The evaluation committee present the evaluation for endorsement to the relevant awarding authority, assuming agreement Orpic proceeds to the commercial stage.

2

### COMMERCIAL STAGE

The commercial submissions are opened for technically acceptable submissions as ratified by the awarding authority.

All aspects of the commercial submissions are finalized by PCI in conjunction with the evaluation committee for the recommendation to award, requiring awarding authority endorsement.



## AWARDING PROCESS

Upon endorsement by the awarding authority Orpic will engage the preferred supplier either by;

### **PURCHASE ORDER [PO] Starting with 4500XXXXXX**

This allows the supplier to immediately start providing the goods/service specified within th PO, providing it has been acknowledged by the Supplier.

### **CONTRACT [PC] Starting with 4600XXXXXX**

This will be usually be in the form of contract document executed by both the Supplier and Orpic.

This form of award captures the agreement, however, for the purposes of instruction and invoicing will be followed up by the Orpic department with a CALL OFF PO drawn down from the contract starting with 4500XXXXXX.

# Delivery of materials FAQs

## How do I know for which plant is this requirement?

The Purchase Order states the location(s). The delivery location plant/warehouse is identified in the header of the PO.



## Where can I deliver your requirement?

The Purchase Order states the location(s). The delivery location plant/warehouse is identified in the header of the PO.



## How many delivery locations do you have?

Sohar Refinery, Polypropylene Plant (Sohar), Aromatics Plant (Sohar), Mina Al Fahal Refinery, Raysut (Salalah) Depot





## PROVISION OF GOODS &/OR SERVICE BY THE SUPPLIER

### Delivery of Goods

- Approach the respective plant/warehouse per the location designated by the Purchase Order beginning with 45000XXXXX & deliver the materials in good condition.
- Ensure that the Delivery Note, and Materials Test Certifications are sent with the dispatch. Receipt of delivery will result in the generation of a Goods Receipt Notice required with the valid purchase order number before payment is made.

### Orpic Handled Deliveries

- Similar steps will be followed in Orpic Handled Deliveries i.e. Ex Works however the Supplier and Orpic's Logistics function will liaise regularly to ensure the goods are received.

### Services

- Service requirements are administered with the End User departments Post Award.
- Services should be performed in accordance with the contract and have a valid Purchase Order for the service or part thereof being provided.
- Acknowledgement of Service or part thereof will result in the generation of a Service Entry Sheet required with the valid purchase order number before payment is made.



### What are the delivery procedures? Are there special safety requirements?

- 1** Once Materials or Services are ready, please inform Orpic within 48 hours.
- 2** Ensure that the Delivery Note, Purchase Order, and Materials Test Certificates are sent with the dispatch.
- 3** Approach the respective plant/warehouse per the location designated by the Purchase Order.
- 4** Deliver the materials in good condition and obtain the Warehouse Stamp and Acknowledgment of Delivery.
- 5** On completion of the delivery please check the Acknowledgment for remarks that may have been made. If there any please ensure that the required action is performed in order to close the transaction.

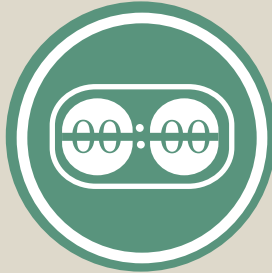


Who should I contact regarding delivery of materials?

The PO Buyer, and then the Warehouse Person responsible for accepting the delivery.

What are the timings for delivery?

From 7:30 to 11:30 & 13:30 to 15:30 on all working days (Sunday through Thursday).



If I have a complaint who should I contact at Orpic?

Complaint can be raised by sending an email, stating the causes of the complaint, to: **[supplier.complaint@orpic.om](mailto:supplier.complaint@orpic.om)**



# Finance Process FAQs

## Where can I submit my invoices?

Please forward your invoice by email to:  
[finance.services@orpic.om](mailto:finance.services@orpic.om)



## What are the requirements to be shown in the invoices?

We require a clean invoice, addressed to Orpic, with reference to the following:

- Purchase Order (PO) will always begin with 4500xxxx
- Invoice Number
- Invoice Date
- Details of services provided/materials delivered as per the PO
- Invoice amount for the material/service delivered as per the PO
- Currency
- Bank details for the transfer of payment



## How long does it take to get my payment?

As per the PO payment terms, our system will verify the Invoice(s) match the approved requirement as per the PO and that the Goods &/or Service have been acknowledged and accepted by Orpic prior to releasing payment.



## Who should we follow up with regarding payment?

The payment will be paid on the due date. However, if for whatever reason this does not happen, then contact should be made by email to [finance.services@orpic.om](mailto:finance.services@orpic.om) or by phone to +968 2210 5500



## What does the Finance Dept. require in order to receive an invoice?

A PO is required. Please ensure that the service has been completed/materials delivered prior to submitting the PO.



## Who should I contact for enquiries?

Please contact Finance Services at [finance.services@orpic.om](mailto:finance.services@orpic.om) or +968 2210 5500



## SUPPLIER PERFORMANCE

The performance of Suppliers within key categories of goods or services will be monitored by Orpic and will include :

- a Fulfilment of delivery schedule/ timely delivery
- b Compliance with Contractual terms and conditions
- c Adherence to warranty provisions
- d Quality of goods, works or services provided in accordance with the Contract/PO
- e Timely response to Orpic's requests
- i Any claims against Orpic
- g Failure to disclose information relevant to performance

Suppliers may be evaluated regularly to check for the quality of product work or service and pricing.

\* Breach of contractual terms & conditions and poor performance may result in the Supplier being included within or Holiday List for a period which will preclude future tender participation.

## WHISTLE BLOWING



Orpic is committed to the highest possible standards of ethical and legal conduct, and has established a Code of Business Conduct (CoBC). This provides clarity on acceptable norms of conduct in order to protect Orpic's interests, assets, reputation, environment and people's safety. The CoBC calls for all stakeholders to exercise the utmost honesty, fairness, objectivity and diligence and to reject, prevent or report any form of corruption, bribery, fraud, illegal or other unethical behaviour.

A Whistleblowing system has been established to handle and manage all reports of such cases as per the following guiding principles:

- Whistleblowing system will only handle cases related to perceived violations of the Code of Business Conduct.

- The system will guarantee anonymity if so desired except when the case reaches external authorities like Police or Public prosecution.
- A genuine Whistleblower shall be protected from any form of retribution even if it is subsequently discovered that the report in question does not merit further action.

Whistleblowing can be done using any of the following channels:

- By Email to [whistle.blower@orpic.om](mailto:whistle.blower@orpic.om)
  - \* Ethics Officer on +968 2210 6839
  - \* Any member of Orpic management or Orpic Trade Union who will then pass the case to the concerned authorities.

# اُورپِک Orpic

[www.orpic.com](http://www.orpic.com)

