

Guide Manual



The Suppliers' Guide

The Suppliers' Happiness Register

The Procurement & Logistics Department

FDF Overview

The Family Development Foundation (FDF) works on rooting social and religious values for the reinforcement of family cohesion, the preservation of the national identity, and the enhancement of the family's role in the total social development process, by its cooperation with all communal organizations, the provision of several social services, and the demonstration of the family's role in the Emirati society.



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Introduction

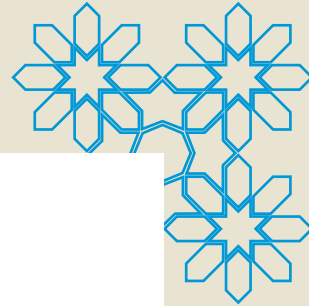
FDF's Procurement & Logistics Department has launched the suppliers' guide due to the importance of the development of the procurement system and of improving the standard of provision of enterprise services, within the regulations, laws, and bylaws, for ensuring the happiness of clients, and the maintenance of the highest levels of excellence and creativity, as FDF gives utmost importance to companies and establishments to ensure the quality of the projects, services, and materials thereof, which require issuing a set of various annual tenders of various procurement categories, by undertaking the business and procurement thereof professionally, transparently, and credibly, with the provision of equal opportunities, in what would attain the strategic purposes and objectives thereof.



Family Development Foundation's vision, mission and institutional values

Our Vision

The sustainable social development of an aware family and a cohesive society.



Our Mission

The civilizational contribution to the development of the fields of sustainable social development and the achievement of family and society welfare with high competency in shared enterprise performance.

Our Values

- ◆ Leadership: The ability to create added value and antecedence in the field of work by taking initiatives and the ability to perform works that meet clients' needs, and the optimum use of the available resources.
- ◆ Communication: FDF adopts the policy of internal and external fruitful positive communication for the attainment of FDF's objectives.
- ◆ Cohesion: The synergy of FDF's efforts to work hand-in-hand for the achievement of family stability and society cohesion.



Family Development Foundation's vision, mission and institutional values



Our Values

- ◆ The Principle of Justice: To achieve fairness amongst all members of the society in their rights, duties, legal and social equality, and the respect of an individual in his sayings and acts in manner that takes individuals and the society up to emotional and social stability.
- ◆ Teamwork: The culture of the integrated work of human resources as a single family, with the same objectives, the same results, and a uniform work system that is understood by everybody.
- ◆ Respect: This includes all internal and external clients so that any FDF visitor or client can feel the employees' respect of each other and of any other client.
- ◆ Transparency & Credibility: Truth and equality in dealing with internal and external clients and the creation of trust amongst other parties in all professional and ethical practices.
- ◆ Enablement: We believe in the latent abilities and the creations of the employees by providing them with the tools, knowledge, training, direction, and authorities necessary for the performance of works and projects in what would enhance meeting the clients' needs and improve work competency and productivity.



The Procurement & Logistics Department

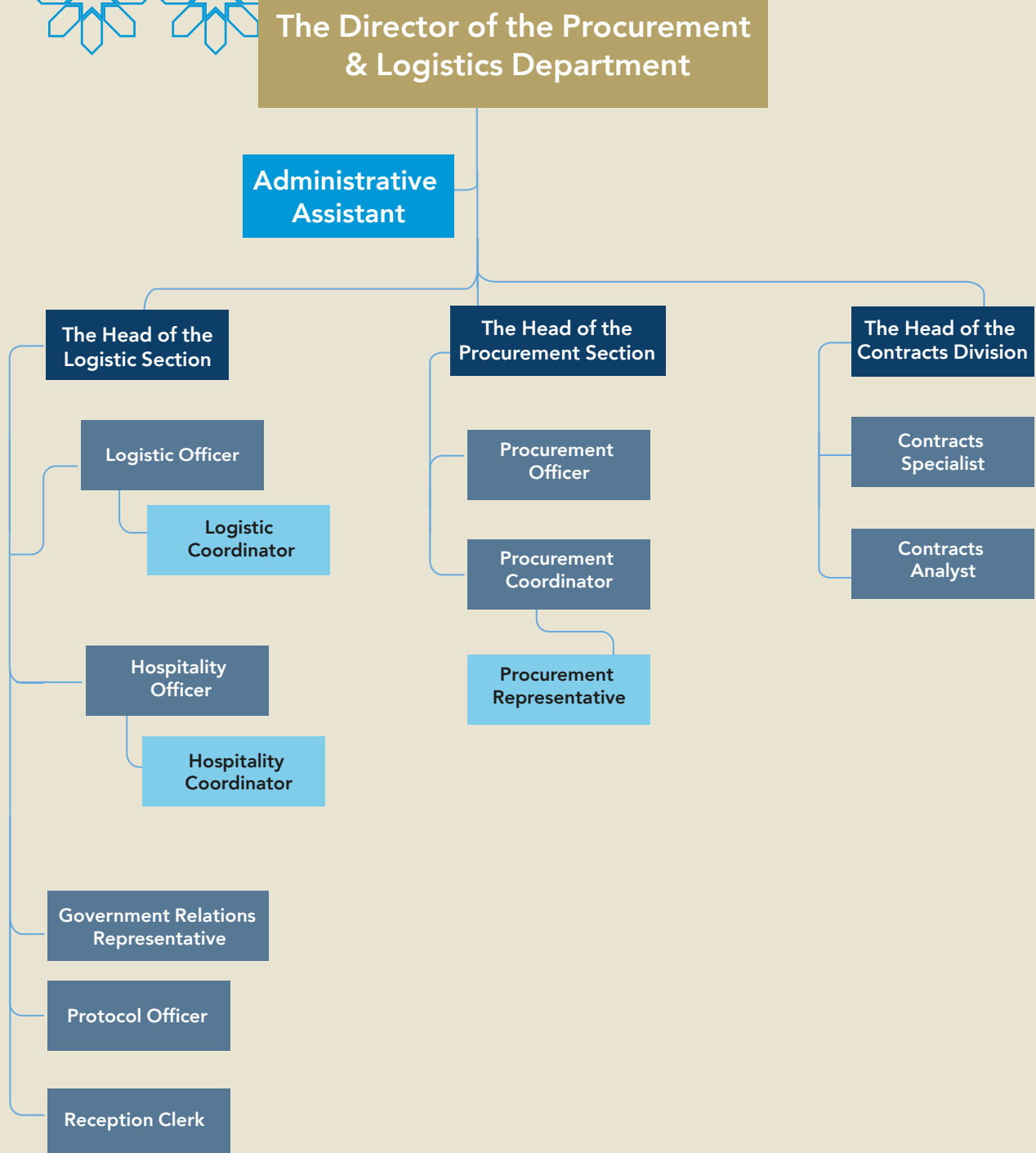
The Department is a vital organizational unit of FDF, as it is in charge of performing the tasks of meeting the needs of all FDF's sectors and departments of materials and services by the issuance of tenders and auctions. Furthermore, it is FDF's main interface in the contracts that are made with external parties in what would ensure the continued provision of the services thereof in high quality and productivity and as soon as possible, in what would contribute to the development of performance and productivity and the reduction of expenses.



This guide has been designed to be a source of guidance for those who wish to deal with FDF regarding all FDF's applicable procedures for taking part in tenders and procurement.

Procurement & Logistic Support Department

The Organizational Structure of Procurement and Logistics Department



Procurement & Logistic Support Department



The journey of taking part in the giving process with the Procurement & Logistics Department consists of several stages, as follows:

Stage I: Registration as a New Supplier of the Government of Abu Dhabi in SAP Ariba System

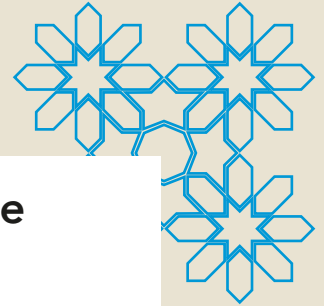
Registration as a supplier of the Government of Abu Dhabi is the first step for dealing with all the governmental entities of the Emirate of Abu Dhabi, by registration in SAP Ariba system, followed by the second step. That is, registration at FDF in Abu Dhabi Enterprise Resource Planning (ADERP) system, in cooperation with the Department of Government Support (DGS). Registration with FDF is limited to those companies whose trade license is issued by Abu Dhabi Department of Economic Development (ADDED), through the following steps:

- 01** The supplier/contractor shall go to FDF's website, (www.fdf.gov.ae).
- 02** The supplier shall enter into the "tenders & auctions" section and click "customer happiness".
- 03** The supplier/contractor shall click to get the suppliers' registration guide to know the steps for registration at the Government of Abu Dhabi through SAP Ariba system.
- 04** The supplier/contractor shall download the guide by clicking on "registration as a new supplier of the Government of Abu Dhabi", which will take you to Abu Dhabi Government Procurement Gate (ADGPG) to register in SAP Ariba system as a first step prior to registration in ADERP system.

Stage 1: Registration as a New Supplier of the Government of Abu Dhabi in SAP Ariba System



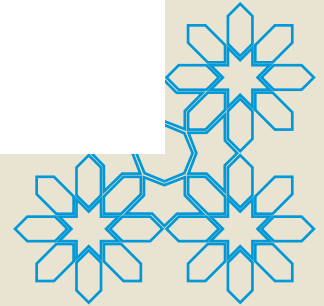
- 05** After logging into ADGPG's website, the following documents shall be provided:
 - ◆ Trade / Industrial / Commercial License.
 - ◆ Certificate of tax registration (or a statement indicating the inexistence of tax registration within a letter approved by the company).
 - ◆ An authorization on the company's letterhead in favor of the person authorized to provide registration information on behalf of the company.
 - ◆ Letter of confirmation of the company's banking account.
- 06** After the provision of the documents, click "the suppliers licensed by ADDED", which will take you to SAP Ariba system to begin the procedures for the submission of the application for registration to DGS's competent section for approval for registration in SAP Ariba system.
- 07** Upon the completion of the application for registration, DGS's competent section will review the application for registration and approve the same or inform you of any further actions.
- 08** Immediately following the approval of the supplier's application for registration, SAP Ariba system will send an automatic invitation to the supplier's point of contact for registration in SAP Ariba network, which is a survey that shall be filled by the contractor/supplier and submitted to DGS's competent section.
- 09** Once the supplier completes the suppliers registration survey, DGS's competent section will review the registration procedures of the supplier and approve the same. By such, the supplier/contractor shall have completed registration in SAP Ariba system.







Stage 1 : Registration in Abu Dhabi Enterprise Resource Planning (ADERP) System

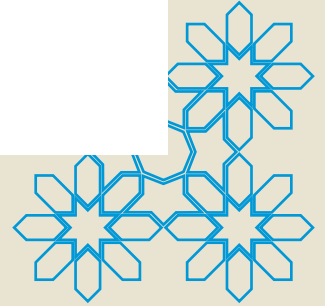
- 01** Registration in ADERP give the supplier/contractor the opportunity to be added in FDF's database for providing us with the necessary materials and services. Registration in FDF is limited to those companies whose trade license is issued by Abu Dhabi Department of Economic Development (ADDED) and that are registered in SAP Ariba system.
- 02** Upon the completion of registration in SAP Ariba system, the supplier will be contacted by the suppliers happiness register via the e-mail address: Suppliershappiness@fdf.gov.ae and the supplier will be informed of the completion of the procedures for registration in SAP Ariba system and of the desire to register at FDF.
- 03** The following documents shall be provided upon the desire to register at FDF:
 - ◆ Trade / industrial / commercial license.
 - ◆ Certificate of tax registration (or a statement indicating the inexistence of tax registration within a letter approved by the company).
 - ◆ An authorization on the company's letterhead in favor of the person authorized to provide registration information on behalf of the company.
 - ◆ Articles of association/ partnership agreement.
 - ◆ Letter of confirmation of the company's banking account.
- 04** FDF's competent employee shall verify all the company's details and the documents submitted by the supplier/contractor. After such verification, FDF's competent employee will send an e-mail for filling the supplier/contractor registration & qualification form.
- 05** After the registration form is completed, registration procedures will begin in liaison with DGS. The supplier will be informed of the completion of registration in the system and of its addition into the suppliers happiness register.

Stage 2: Tender Announcement, Bidding in the System, & Award



- 01** The issuance of tenders is announced. FDF issues tenders in the ADERP system. Tenders are announced as follows:
 - ◆ FDF's website: www.fdf.gov.ae
 - ◆ Social networking media: @fdfuae  |  |  |  [fdfuae](#)
 - ◆ Emirates Tenders: www.Emirates-Tenders.com
- 02** The tender shall be submitted within the system.
- 03** The supplier/contractor shall visit FDF's website, www.fdf.gov.ae, select the "tenders & auctions" section, click "suppliers happiness" so that it would enter into ADERP's website, belonging to the Department of Finance (DoF), the "tenders & auctions" page.
- 04** Search for the tender's number in the allocated field and then, when it appears, select to participate in the tender. It is required to review all tender parts in terms of:
 - ◆ The first page, which contains the standard forms and the general conditions of the tender, contact details, the closing date, and the attachment of documents, whereby the tender's rows are used, which contain the e-items in which prices are entered by the participant.
 - ◆ It is required to enter the required documents in their own category as follows: Whatever is related to the technical bid shall be entered in the technical category – whatever is related to the financial bid shall be entered in the financial category. It is possible to contact and enquire from FDF regarding the tender by the means of online discussion.

Stage 3: Award



- 01** A Letter of award shall be sent to the winning bidder through the e-system, and a letter of gratitude shall be sent to the suppliers/contractors for their participation in the bid, along with informing them of that the tender has been awarded to one of the suppliers/contractors taking part in the tender.

- 02** The contract shall be prepared and reviewed by FDF and the supplier, whereby an original copy of the contract shall be sent to the company, and an original copy shall be kept with FDF.



Stage 4: The Release of the Banking Guarantee

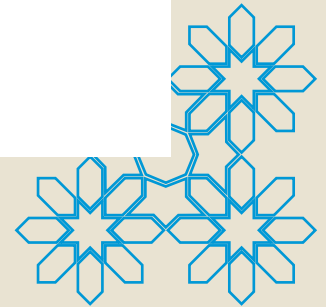


- 01** FDF shall deliver the winning supplier/contractor in the tender the letter of award, stating therein the conditions of the banking guarantee. The supplier shall deliver the banking guarantee to FDF's concerned department. The banking guarantee shall be released after contract completion by communicating with the contract administration officer.

- 02** As in relation to the bid bond, and based on the decision of award, the non-winning suppliers shall be informed to receive their bid bonds after the performance bond is received from the winning bidder.



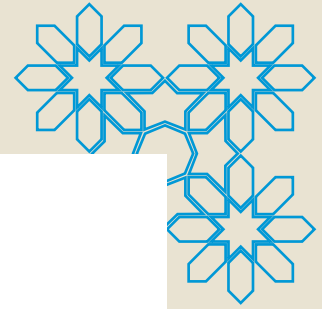
Stage 5: The Change of Contract Items, Claims, & Complaints



- 01** Should there be any change or claims, the contracting supplier/contractor shall submit the same as stipulated by the contract, whereby the case is study and evaluated, and replied to according to the contract.

- 02** In case a settlement is reached with the supplier/contractor, the claim shall cease to exist. Otherwise, the matter shall be forwarded to the senior management to make a decision in the subject matter.





Stage 6: Supplier/Contractor's Performance Evaluation

01 The performance of the companies/organizations' performance of contracts and purchase orders shall be evaluated. For contracts, such evaluation shall be conducted twice a year, whereas for purchase orders, the evaluation shall be conducted after the completion of the supply process, according to several criteria, including, for example:

- ◆ The extent of completion of all services/services within the timeframe specified in the contract / purchase order / task order.
- ◆ Professionalism and adherence to contractual requirements and technical specifications in general and the quality of the materials/services.
- ◆ Active communication with the contract administration officer and the quick response to directives / instructions / enquiries.
- ◆ Compliance with the general and particular laws and regulations and with the standards of security, safety, and business continuity, and with risk plans.
- ◆ The contractual guarantees provided for the contract and the contractor/supplier's delivery of the banking guarantee in a timely manner.
- ◆ Innovation in the presentation of innovative ideas.

Based on the supplier's performance and score, he shall be given priority upon limited tenders and contracts under direct orders as well, and shall be classified under vital, strategic, interactive, or operational suppliers.



The Economic Incentives for Microenterprises and Small & Medium Enterprises (SMEs)

The Department of Government Support (DGS) has announced the following economic incentives in government procurement for microenterprises and SMEs:

- ◆ All governmental entities / the Government Procurement Office shall allocate **15%** of the annual contracts and purchases thereof for microenterprises and SMEs
- ◆ All microenterprises and SMEs are exempted from the requirement to submit the banking bid bond.
- ◆ All microenterprises and SMEs are exempted from the requirement to submit the performance bond, provided that governmental entities shall retain **5%** of the amount of every invoice due for a period of **3** months following final delivery.
- ◆ All dues shall be paid to microenterprises within **15** days from the invoice date.
- ◆ Companies/organizations shall submit the supporting documents in indication of the category in which they are enlisted (microenterprises – small enterprises – medium enterprises).

Abu Dhabi Local Content Program (ADLC)



برنامج أبوظبي للمحتوى المحلي
Abu Dhabi Local Content Program

FDF is committed to ADLC implementation in compliance with the governmental directives and circulars issued by ADDED. Therefore, companies that are ICV certified will be given precedence in the award of enterprise tenders.

The “Rules of Suppliers Conduct” Blog

FDF has set forth a “rules of conduct” blog for suppliers, to ensure their implementation of the best ethical and professional practices in the course of their undertaking of their activities and operations with FDF, a thing which enhances the building of future strategic relations. We look forward to the suppliers and contractors’ adherence to the highest standards of commercial conduct and their compliance with all the laws and provisions in force, as entered or arising contractual rights are governed by the provisions thereof. The blog does not intend to modify such terms or conditions.

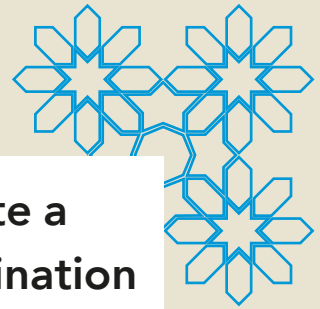


The Communal Responsibility of Suppliers/Contractors

Communal responsibility is one of the significant priorities of FDF's business, as it is an optional contribution by companies or organizations to communal development by the implementation of social projects or programs or the provision of cash or in-kind contributions. It aims to increase communal awareness, activate the role of sustainable partnership, and divert contributions towards developmental social projects and programs by liaison with contract administration officers or the Procurement & Logistics Department.



Business Continuity



The principles of business continuity constitute a significant priority of FDF, as the ongoing coordination and planning between FDF and suppliers constitute the main pillar for the construction of the elements of business continuity processes and the plans thereof, as stated in the resolution of the National Emergency Crisis & Disaster Management Authority (NCEMA) for the implementation of “The Business Continuity Management Standard & Guide AE/HSCINCEMA 2015 -7000”, 1st version, and all the amendments thereof, as it is required to coordinate through FDF’s contract administration officers for compliance with any resolutions that are passed by FDF as in relation to business continuity and the provision of the required support within the axes of the contracts entered between both parties.



The Promotion of New Products

To promote a new product or service, the supplier shall enclose all the comprehensive introductory information of the product or service, and contact the Procurement & Logistics Department on the e-mail address:

Suppliershappiness@fdf.gov.ae,

which will forward the same to the concerned department to study the need for the same.



Contact Information

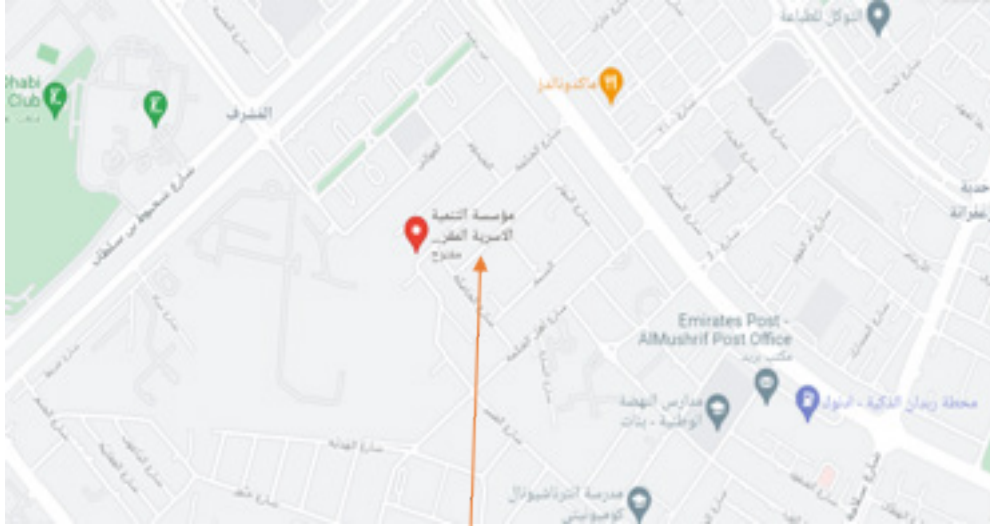
We are always pleased to hear your opinions and suggestions or any complaints through FDF's website, www.fdf.gov.ae, or by contacting the suppliers happiness register as follows:

Phone: 024090198

E-mail: Suppliershappiness@fdf.gov.ae



FDF's Location



التنمية الاجتماعية المستدامة
لأسرة واعية ومجتمع متماسك

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