



## **Frequently Asked Questions (FAQs)**

## FAQ's (Frequently Asked Questions):

### 1. How can I register myself as a supplier on your Portal?

**Reply:** You can register through the **vendor registration link**

[https://iportal.nws.nama.om:4443/OA\\_HTML/OA.jsp?page=/oracle/apps/pos/onboard/webui/Pr ospRegPG&OAHP=POS\\_GUEST\\_REG\\_HP&OASF=POS\\_SUPPREG\\_REGISTER&OAPB=POS\\_ISP\\_BRAND&ouid=C7E7BFC37111DE2B](https://iportal.nws.nama.om:4443/OA_HTML/OA.jsp?page=/oracle/apps/pos/onboard/webui/Pr ospRegPG&OAHP=POS_GUEST_REG_HP&OASF=POS_SUPPREG_REGISTER&OAPB=POS_ISP_BRAND&ouid=C7E7BFC37111DE2B) provided on the website.

- For SMEs holding a **Riyadh Card**, registration is free of charge as part of national support.
- For non-SMEs, a non-refundable registration fee **R.O.105/-** is required to pay.

For more information, please refer to the user manual available on the website.

### 2. What is e-Tender?

**Reply:** e-Tender is Online Tender Publication – OWWSC post tenders listed in company portal. The platform used by OWWSC is Oracle.

### 3. What about the privacy of my information and password? How to change / retrieve password?

**Reply:** All your information is protected, as the vendor code and password are system-generated. To retrieve your password, click on “**Login Assistance**” from the **Supplier Portal → Forgot My Password & reset**.

If the technical issue, please contact the **Vendor Management Team** for further support:

Hisham Al Mamari	<a href="mailto:hisham.mamari@owwsc.nama.om">hisham.mamari@owwsc.nama.om</a>	22639297
Mahmood Al Busaidi	<a href="mailto:mahmood.busaidi@owwsc.nama.om">mahmood.busaidi@owwsc.nama.om</a>	22639281
Abeer Al-Rawahi	<a href="mailto:abeer.al-rawahi@owwsc.nama.om">abeer.al-rawahi@owwsc.nama.om</a>	22638785

#### 4. How do I know that a tender is published?

**Reply:** You can visit the website (<https://nws.nama.om/en-us/>) under the **Supplier Hub** section → **Tenders** or login to the **Supplier Portal** (for registered suppliers) by using ([https://iportal.nws.nama.om:4443/OA\\_HTML/AppsLocalLogin.jsp](https://iportal.nws.nama.om:4443/OA_HTML/AppsLocalLogin.jsp)).

To find published tenders, navigate to: **OWWSC iSupplier Portal Full Access** → **Tender Participation** → **Find the Published Tenders**.

#### 5. How do you download the tender documents/ drawings/ BOQ and other related documents of the tender? How do I submit my tender to the department?

**Reply:** You can refer to the **User Manual** available on the **website**.

Alternatively, navigate to the **Supplier Portal** (Only for Registered Suppliers) → **Tender Participation** → **Find Tender Number** and click **Participate**.

**SME suppliers** are exempted to pay the tender fee for downloading the documents.  
**non-SME suppliers** must pay the tender fee for downloading the documents.

#### 6. Is there any provision to change my Tender values/ documents after submitting the bid price?

**Reply:** No, once the offer is submitted the bid price can't be changed.

#### 7. Where I can locate Receipt voucher for Tender fee, Renewal fee & Registration Fee.

**Reply:** Navigate to supplier portal (Only Registered Suppliers) **OWWSC iSupplier Portal Full Access** → **Supplier Paid Receipt** → Click Download button for receipt voucher.

8. How much space is provided for me for storing my documents online?

**Reply:** The recommended file size should not exceed 20 MB. Although system allows up to 45 MB. Please keep in mind that the uploaded documents need to be downloaded from the respective team users. Hence, please refrain uploading heavy files instead of splitting the files before uploading the list of documents to be submitted by bidders in online tenders. However, bidders can upload any number of documents in the tender as additional information.

9. How can I ask an information regarding a participating tender?

**Reply:** Go to participated tender -->Find Actions → Online Discussion → New Message, type your query, and send it to the Contract Engineer. The Contract Engineer will review your query and provide an update accordingly.


10. How can I submit an invoice for payment?

**Reply:** Navigate to supplier portal


[https://iportal.nws.nama.om:4443/OA\\_HTML/AppsLocalLogin.jsp](https://iportal.nws.nama.om:4443/OA_HTML/AppsLocalLogin.jsp)

(OWWSC iSupplier Portal Full Access)→Supplier Invoice Submission & Action→Create Invoice or navigate user manual section and review the process of submission.

## 11. What should I do if I encounter the error below while accessing the Supplier Portal menu?

 **Error**

You can no longer access iSupplier Portal because our records indicate that your company is inactive. Please contact the buyer or the system administrator if you believe this is the result of a mistake.

 **Error**

The supplier is inactive. Please find the link in the tender instructions to renew your registration.

### New Tender Participation

#### Tender Instructions

- The tender document can be purchased from Oman Water and Wastewater Services Company (Nama Water Services) e-tendering page (Supplier Login) from the date of publication of this announcement until the last date of purchase.
- Applicants shall pay the tender fee through the electronic payment gateway via Supplier Login.
- Applicants not registered with Oman Water and Wastewater Services Company (Nama Water Services) shall register at <https://owwsc.nama.om/Business-with-Us/Vendor-Registration> to obtain login credentials for the Supplier portal.
- All applicants who have paid the tender fee will have access to the Tender Documents through the Nama Water Services e-Tendering page (Supplier Login).
- All participating Companies, except SMEs, shall submit a Bid Bond of 1% of the bid value in a sealed envelope to The Chairman of the Tender Committee no later than 2:00 pm on the bid submission date.
- The Bid Bond must be obtained from a Bank registered in the Sultanate of Oman and should be addressed in favour of Nama Water Services.
- The bid, along with all required documents, shall be uploaded through the Nama Water Services e-Tendering page no later than 2:00 pm on the specified date.
- For more information, refer to the Tender Page on our website [www.owwsc.nama.om](http://www.owwsc.nama.om).
- Note to Bidders:** Once your offer is ready, please submit your bid. Don't wait for the submission deadline.
- For any questions about the tender or bid submission, please use the online discussions or send an email to [tender@owwsc.nama.om](mailto:tender@owwsc.nama.om).
- In case of supplier inactive, please go to <https://nws.nama.om> -> Business with us -> Supplier Renewal ([https://portal.nws.nama.om:4443/OA\\_HTML/OA.jsp?OAFunc=XXHW\\_VEN\\_REN\\_FEE](https://portal.nws.nama.om:4443/OA_HTML/OA.jsp?OAFunc=XXHW_VEN_REN_FEE)).

[Renewal User Manual](#) [Supplier Registration User Manual](#)

#### Tender Details

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Document Number	Description	Eligibility	Tender Fee in (RO)	Floated Date	Tender Status	Payment Process	Status	Last Date To Purchase	Last Submission Date	Tender Document
No search conducted.										

**Reply:** Supplier is inactive. For renewal process you may refer to the User Manual available on the website for detailed guidance.

Alternatively, navigate to the Vendor Renewal link & submit the required document:

[https://portal.nws.nama.om:4443/OA\\_HTML/OA.jsp?OAFunc=XXHW\\_VEN\\_REN\\_FEE](https://portal.nws.nama.om:4443/OA_HTML/OA.jsp?OAFunc=XXHW_VEN_REN_FEE).

Non-SME suppliers must pay the renewal fee and upload the required business documents.

Once the documents are submitted, the Vendor Management Team will review and follow the approval process, it may take a maximum of 2 working days.

## 12. What should I do if I encounter the error below while click on create invoice button?

The screenshot shows a web interface with a yellow error banner at the top. The banner contains an 'Error' icon and text explaining that certificates (Riyadh Card, Tax Card, or Supplier Status) are inactive and providing instructions for renewal. Below the banner is a 'Search CIC Invoice' section. This section contains two sub-sections: 'CIC Invoice Search Criteria' and 'CIC Request Criteria'. The 'CIC Request Criteria' section has input fields for 'Request No.' and 'Region' (with 'Muscat' selected). At the bottom of the form are three buttons: 'Go', 'Clear', and 'Create Invoice'. The 'Create Invoice' button is highlighted with an orange border.

**Error**  
If any of the following certificates are inactive—Riyadh Card, Tax Card, or Supplier Status: 1. If the Riyadh Card or Tax Card is expired - Go to the Home Page - Navigate to: OWWSC iSupplier Portal Full Access → Home Page → Administration → Business Classification. - If the card is expired, please Update and Submit it. 2. If the supplier is inactive - Visit: <https://nws.nama.om> - Navigate to: Business with Us → Supplier Renewal - Alternatively, directly access the renewal page: [https://portal.nws.nama.om:4443/OA\\_HTML/OA.jsp?OAFunc=XXXW\\_VEN\\_REN\\_FEE](https://portal.nws.nama.om:4443/OA_HTML/OA.jsp?OAFunc=XXXW_VEN_REN_FEE)

**Search CIC Invoice**

**CIC Invoice Search Criteria**

**CIC Request Criteria**

Request No.

Region Muscat

**Reply:** If you encounter the above issue, it may be due to one of the following reasons:

- Expired VAT Certificate or Tax Card

To renew, follow these steps:

Go to the Home Page → Navigate to **OWWSC iSupplier Portal Full Access** → **Home Page** → **Administration** → **Business Classification**.

Check if any certificate is expired. If yes, update and submit.

The approval process takes a maximum of 2 working days.