

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/ProspRegPG&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	hisham.mamari@owwsc.nama.om	22639297
Mahmood Al Busaidi	mahmood.busaidi@owwsc.nama.om	22639281
Abeer Al-Rawahi	abeer.al-rawahi@owwsc.nama.om	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).

To find published tenders, navigate to: OWWSC iSupplier Portal Full Access \rightarrow Tender Participation \rightarrow 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?

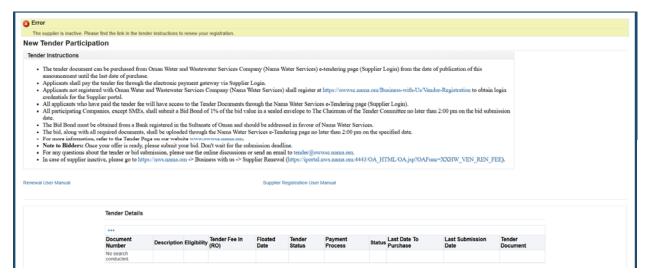
Reply: Navigate to supplier portal

https://iportal.nws.nama.om:4443/OA HTML/AppsLocalLogin.jsp

(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?





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://iportal.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?



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 \rightarrow Navigate to OWWSC iSupplier Portal Full Access \rightarrow Home Page \rightarrow Administration \rightarrow Business Classification.

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

The approval process takes a maximum of 2 working days.